



2011 Resident Survey

August 6, 2011

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Background

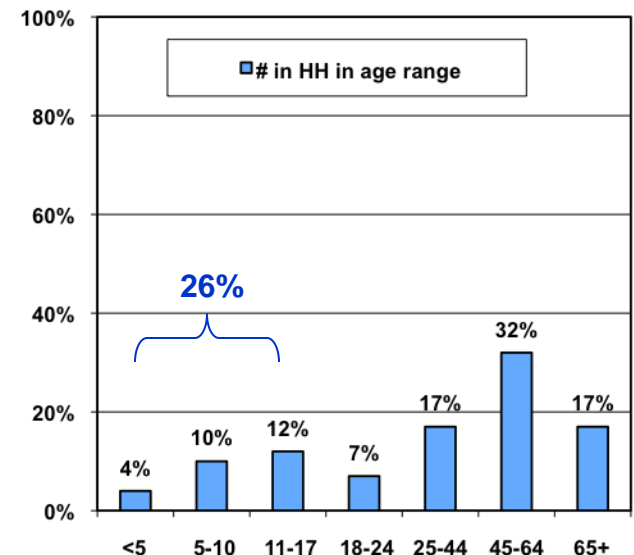
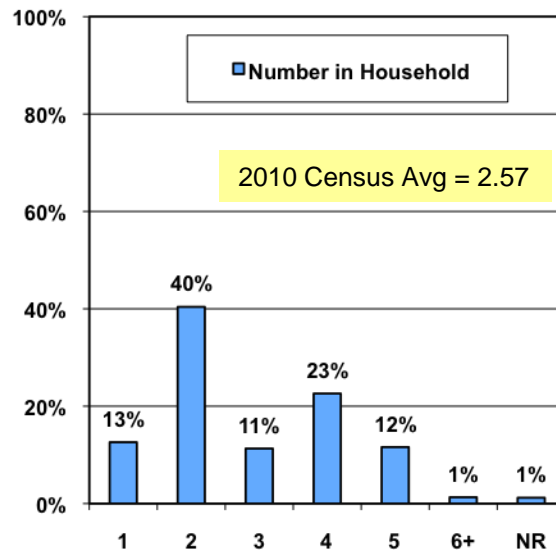
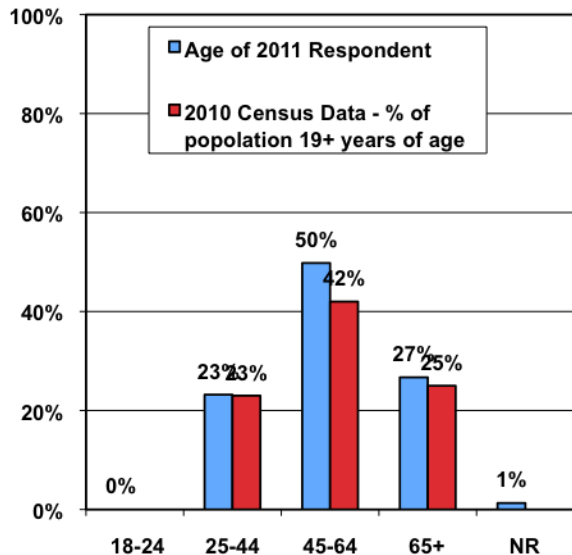
- In 2007, Pittsford's Town Board contracted with Weiss Marketing Insights to conduct a customer satisfaction study with town residents. The study was intended to be a high-level look at overall satisfaction.
 - The objective was to track customer expectations of and satisfaction with the major services that the town provides for residents:
 - Parks
 - Yard Debris Removal
 - Snow & Ice Removal
 - Library
 - Building Maintenance/Town Facilities
 - Communications
 - Recreation & Community Events
- Following the 2007 survey, the town assessed resident satisfaction and made changes to address areas of concern. The survey was repeated in June 1-17, 2011.
- In 2011, a total of 682 surveys were completed, compared to 2,207 surveys in 2007. For analysis purposes, this is still a very large sample, with shortages in only a couple of areas as noted in this report (e.g. childcare program users, page 21.)
 - The lower response rate was due to an all-online survey approach this year versus a mailing of 9,800 paper surveys in 2007.
 - The online version was conducted in order to keep costs down through mailing and data entry expenses.
 - Just 19 (2.8%) were completed on paper.

Summary

- Residents expressed appreciation in the opportunity to provide their input, and took advantage by including hundreds of comments in the write-in section at the end of the survey.
- Consistent with 2007, overall satisfaction levels are very high among residents who participated in the survey.
 - In general, older respondents are more satisfied than the younger participants.
- In addition, the number who are unsatisfied is extremely low in most cases.
- Several areas showed significant change since 2007:
 - Satisfaction with overall performance of the town's government increased significantly.
 - Awareness of the town's Strategic Plan increased significantly, along with satisfaction with the specific goals that were tested. In particular, satisfaction with "Fiscal Responsibility" increased 26%.
 - The desire for electronic communication (i.e. email and web site) also increased significantly, while traditional means fell off (i.e. mail and telephone).
 - Satisfaction with the Recreation Center's offerings fell from 2007, although satisfaction among program participants is quite high.

Who completed the survey?

- The largest portion of the respondents (50%) are in the 45-64 age group. Age breakdowns closely follow 2010 Census data.
 - Only two people aged 18-24 completed the study.
- Forty percent of respondents have two members in their household.
 - In the 2010 census the average number per household was 2.57.
- About ¼ (26%) have at least one household member under 18 years old.

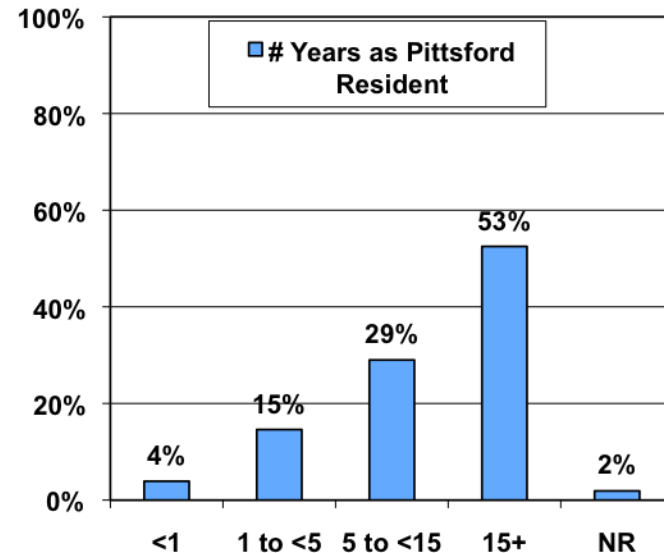
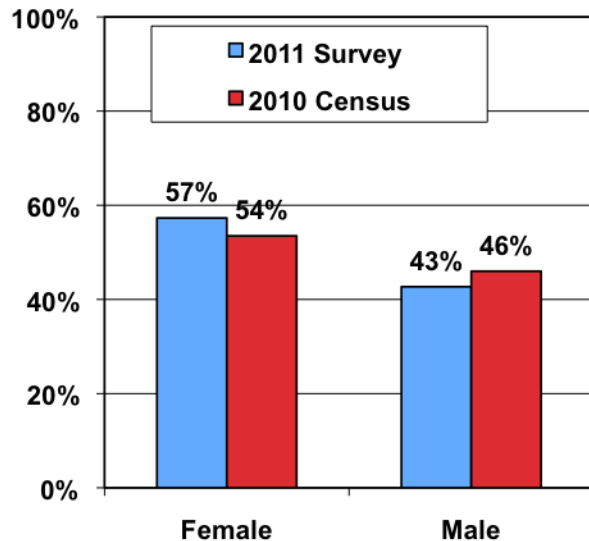


n=682; "NR" = No Response

Does not total 100% due to multiple responses

Who completed the survey?

- Similar to the 2007 survey, more females (57%) completed the survey than males (43%).
 - This is similar to the 2010 Census, although the sample has a slightly higher percentage of females.
- Over half of the respondents have been residents for 15 years or more.



n=2,170 "NR" = No Response

Overall Satisfaction

- In general, most residents are satisfied with their town government, with 84% either “satisfied” or “somewhat satisfied.” This is a significant jump from 77% in 2007.
 - In addition, just 5% are either “unsatisfied” or “somewhat unsatisfied.”
- Consistent with findings in 2007, satisfaction is higher among the older residents.
 - It is unclear if higher satisfaction levels are driven by age, years of residency, or both since they tend to track together.

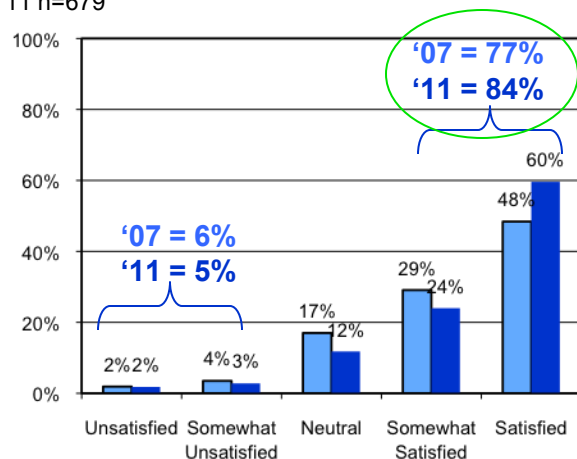
“We are very pleased with all the services that the town offers. We take great pride in living in Pittsford.” ~ Resident

Q: Overall, how satisfied are you with the performance of your town government?

2007 2011

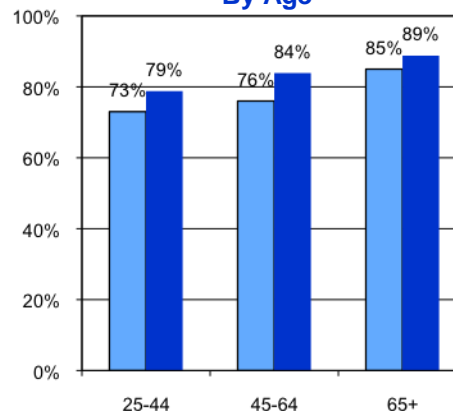
'07 n=2,012
'11 n=679

Total Sample

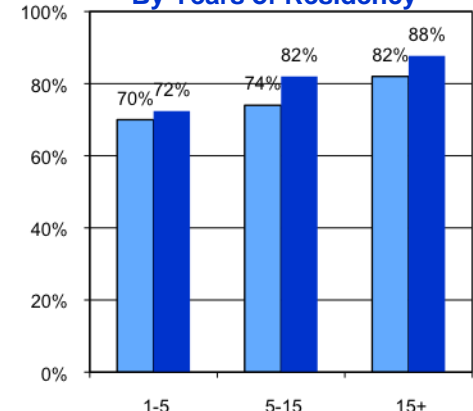


% Satisfied or Somewhat Satisfied with Performance

By Age



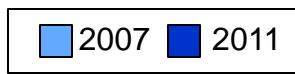
By Years of Residency



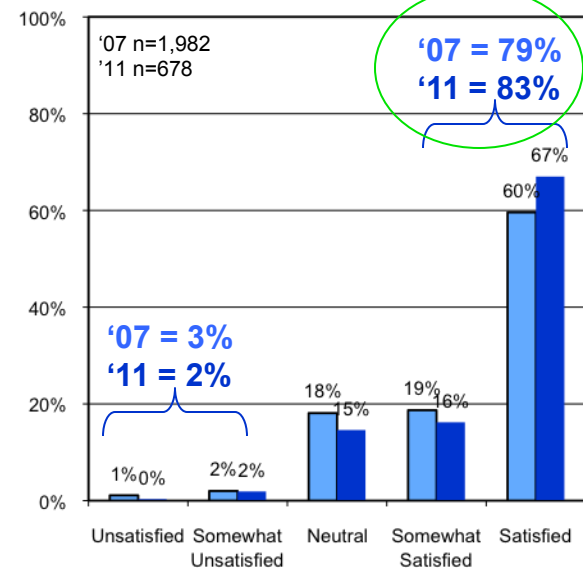
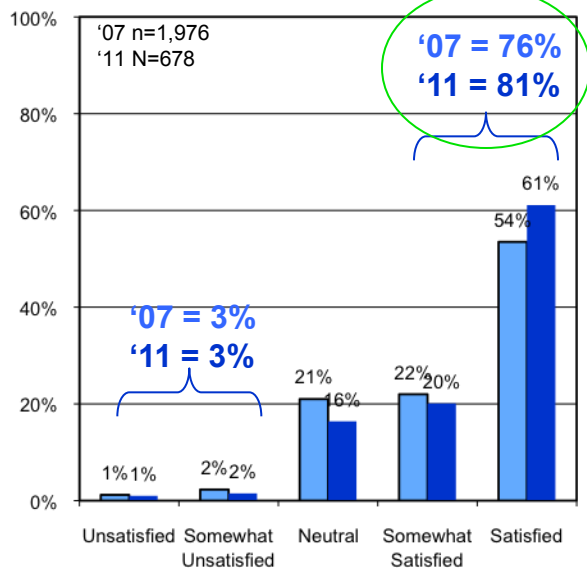
Overall Satisfaction

- Most residents are also satisfied with the accessibility of the town government, as well as hours of operation. Both increased significantly from the previous survey.
 - 81% are either “satisfied” or “somewhat satisfied” with accessibility.
 - 83% are either “satisfied” or “somewhat satisfied” with hours of operation.
- Once again, the numbers of unsatisfied respondents is extremely low at just 3% and 2%, respectively.

Q: How satisfied are you with the accessibility of your town government?



Q: How satisfied are you with the hours of operation?



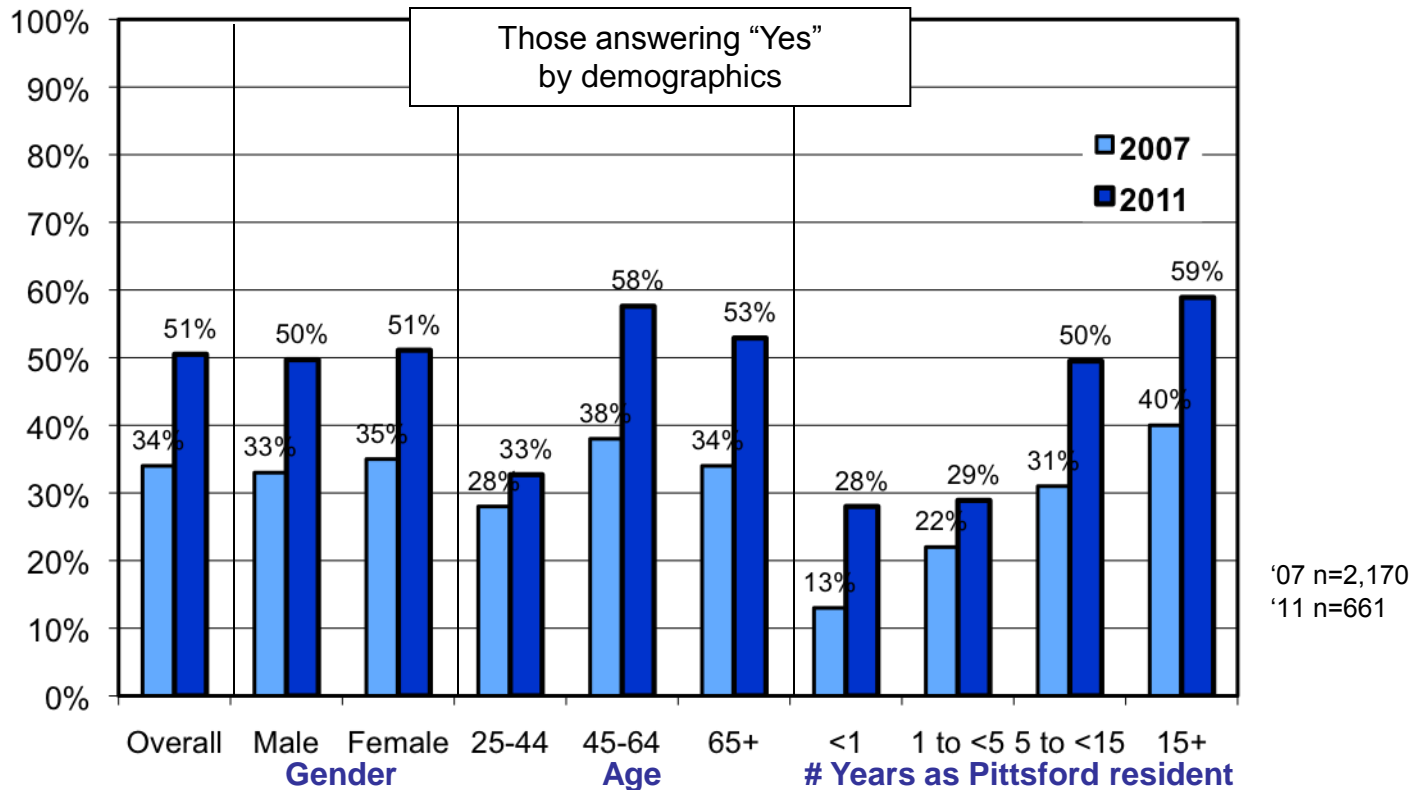
Strategic Plan

- Awareness of the town's Strategic Plan rose significantly from 2007, with 51% now saying they are aware of it.
 - The previous survey may have influenced this since it informed respondents about the plan's existence. In addition, a web site address was provided.

Q: Are you aware of the town's Strategic Plan?

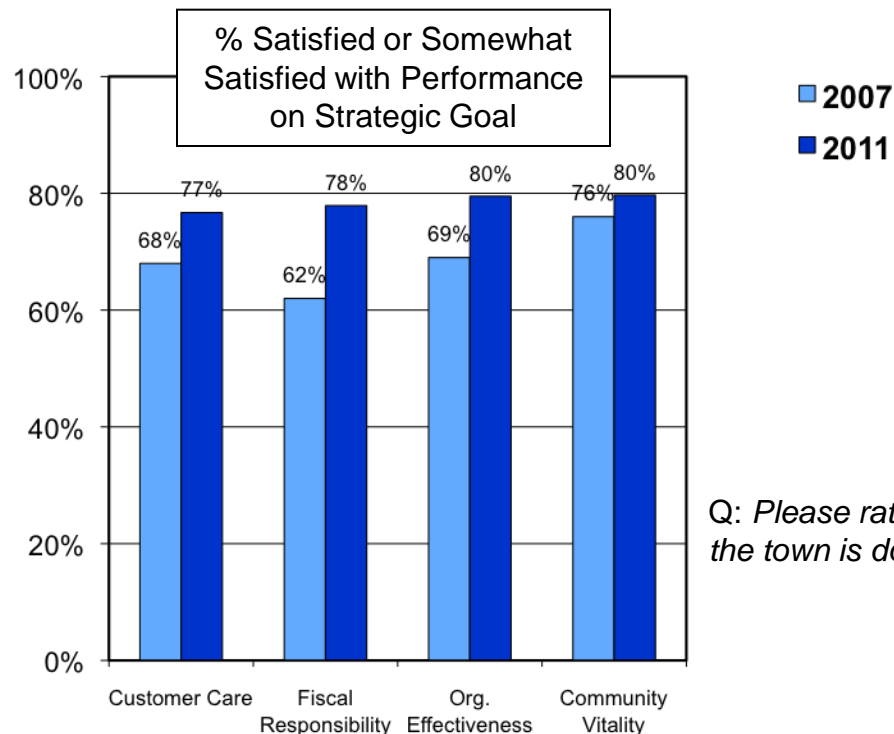
	Yes	No
2007	34%	66%
2011	51%	49%

- Awareness is highest among longer-term residents and those 45 and older.



Strategic Plan

- Those who were aware of the Strategic Plan were asked to rate their satisfaction with the town's performance on specific goals:
 - Customer Care and Focus, Fiscal Responsibility, Organizational Effectiveness, and Community Vitality
- Satisfaction levels rose significantly in all areas from 2007, with “Fiscal Responsibility” seeing the largest increase, jumping 16 percentage points to 78%, a 26% increase.
- “Organizational Effectiveness” showed the second largest increase, rising 11 points to 80%, a 15% rise.



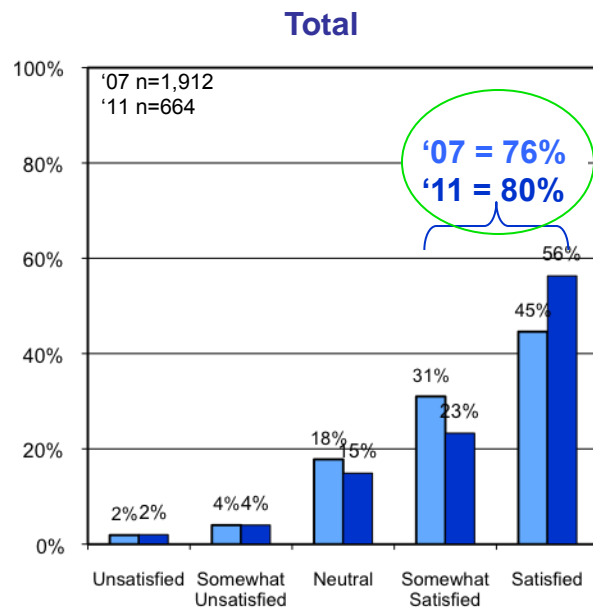
Q: Please rate your satisfaction with how the town is doing on this strategic goal

n=664 to 666

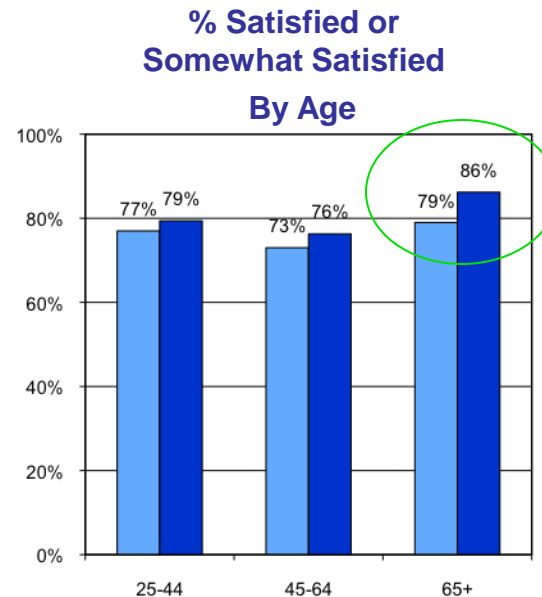
Strategic Plan – Community Vitality

- Satisfaction with community vitality is high, with 80% either “satisfied” or “somewhat satisfied,” up from 76% in 2007.
 - The total of who are unsatisfied remains very low at just 6%.
- While all age categories saw increases from 2007, the 65+ group had the largest gain and the highest satisfaction level, up seven percentage points to 86%.

“I find the special town events that are offered throughout the year a wonderful community builder.” ~ Resident



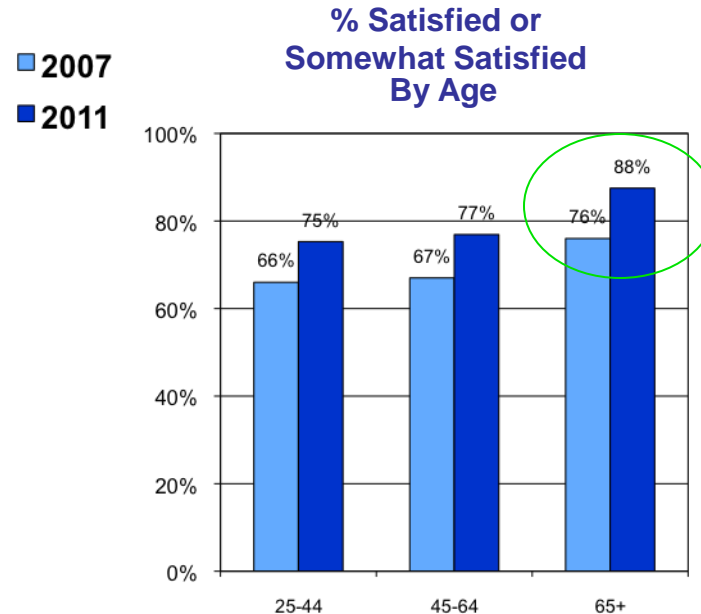
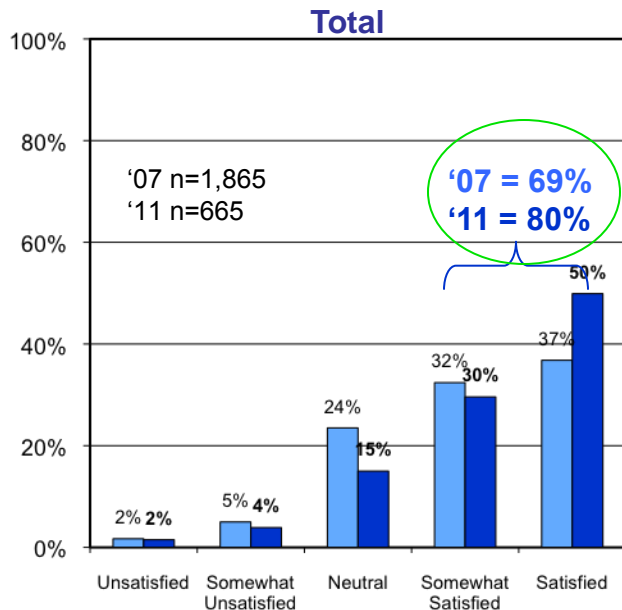
■ 2007
■ 2011



Q: Please rate your satisfaction with how the town is doing on this strategic goal

Strategic Plan – Organizational Effectiveness

- Satisfaction with the town's organizational effectiveness rose significantly, up from 69% in 2007 to 80% in 2011.
 - Unsatisfied numbers are very low.
- While satisfaction levels are high for all age groups, there is clearly a difference between them.
 - While 88% of the oldest (65+) respondents are satisfied, 75% of the youngest group (25-44) are satisfied.
 - In 2011, satisfaction levels are 14%-15% higher than in 2007 in each of the age categories.

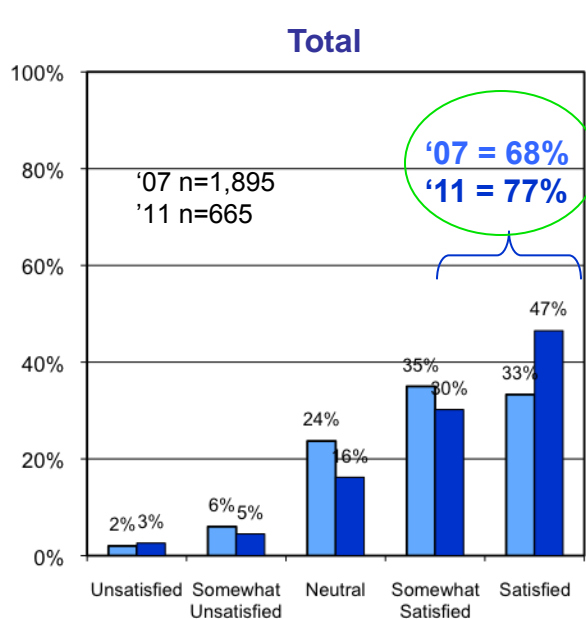


Q: Please rate your satisfaction with how the town is doing on this strategic goal

Strategic Plan – Customer Care & Focus

- While satisfaction with customer care and focus is lower than the other issues, it is still very high with 77% “satisfied” or “somewhat satisfied.”
 - Again, very few are unsatisfied.
- Total satisfaction jumped nine percentage points from 2007.
- Again, satisfaction is highest for the 65 plus age group, at 83%.
 - This group also saw the largest improvement from 2007, rising 11 points from 72%, a 15% increase.

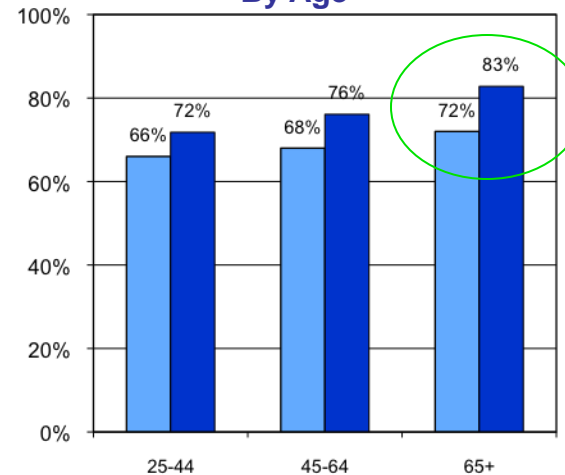
“Everyone is very pleasant and helpful (even when they have to tell you something you don’t want to hear).” ~ Resident



■ 2007
■ 2011

% Satisfied or Somewhat Satisfied

By Age

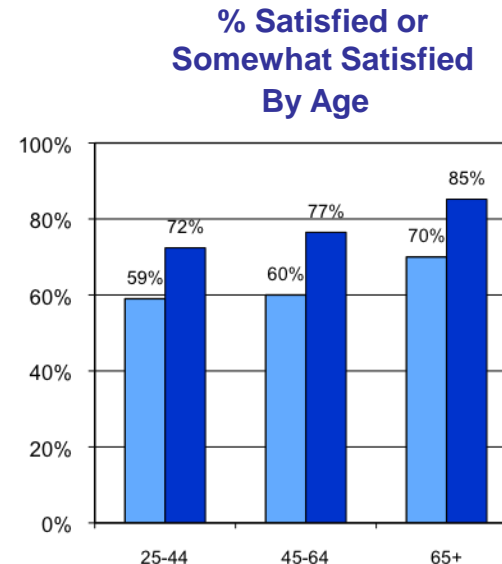
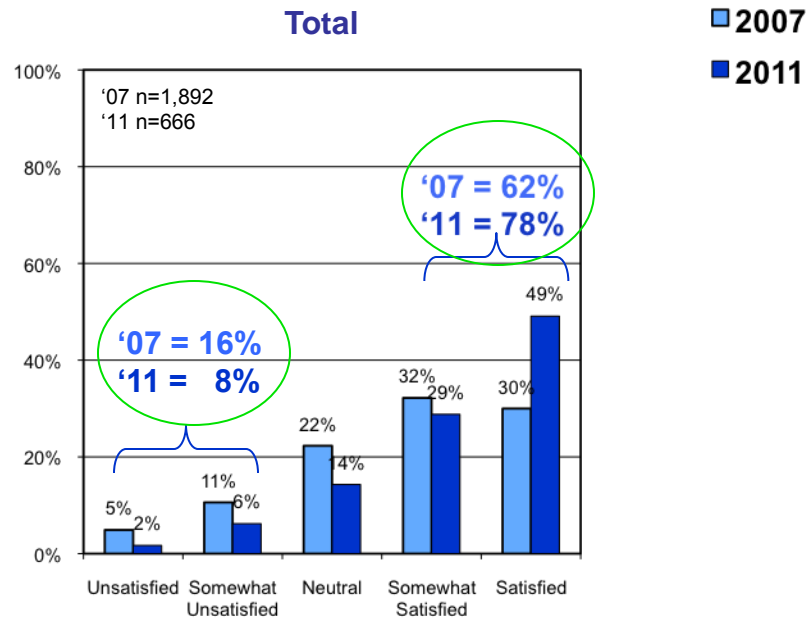


Q: Please rate your satisfaction with how the town is doing on this strategic goal

Strategic Plan – Fiscal Responsibility

- Satisfaction with fiscal responsibility rose from 62% in 2007, to 78% in 2011.
- Similar to the results for the other goals, satisfaction is highest in the oldest group.
 - However, the largest rise in satisfaction was in the 45-64 year-old group, jumping 17 points to 77%, a 28% increase.
- The percent of residents that are “unsatisfied”/ “somewhat unsatisfied” was cut in half, dropping from 16% to 8%.

“In this age of budgetary concerns, I believe the Town government is doing an above average job of providing necessary services and being receptive to the needs of its residents.” ~ Resident



Q: Please rate your satisfaction with how the town is doing on this strategic goal

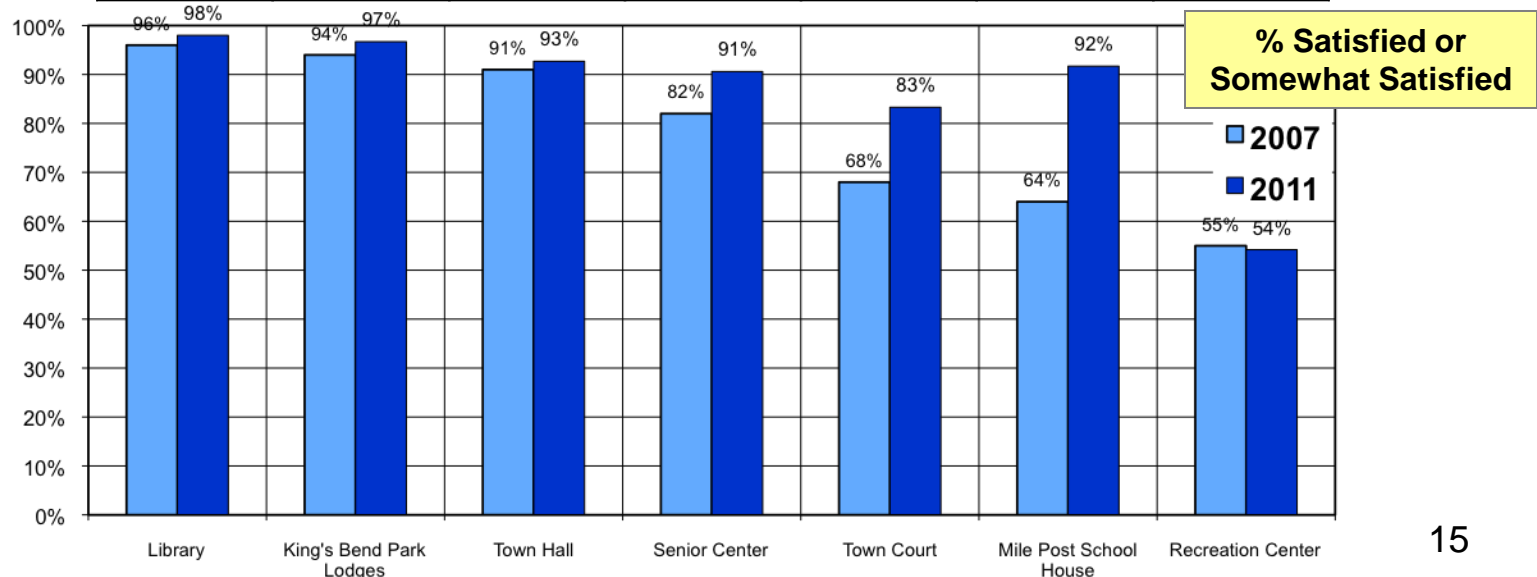
Town Facilities

- Usage rates varies greatly for the seven facilities included in the study.
 - In the last year, the facilities most used by the sample were the library (85%) and the Town Hall (61%).
 - Among participants, the largest usage increases since 2007 were for the Mile Post School House (+67%) and the Senior Center (+44%).
 - The largest usage decrease among the sample was for the Recreation Center (-47%).
- Satisfaction rates are very high for all of the facilities, with the exception of the Recreation Center.
 - Satisfaction levels are higher for all facilities except for the Recreation Center which remains relatively stable.
 - Total satisfaction is highest for the library and lowest for the Recreation Center.

Q: Have used this facility in last 12 months?

	% of total sample that have used this facility in the last 12 months						
2007:	78%	32%	61%	9%	6%	3%	62%
2011:	85%	36%	61%	13%	6%	5%	33%

Q: How satisfied were you with the general condition of the facility?
(Only asked of those who have used facility in last 12 months)

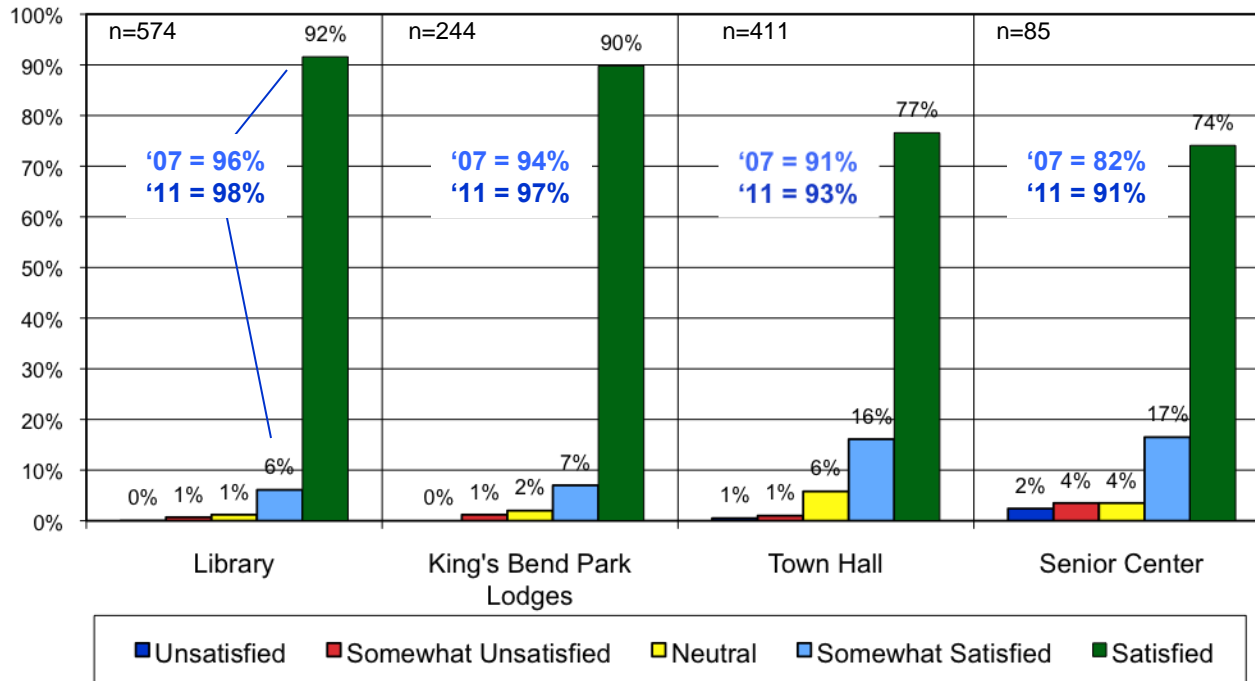


Town Facilities (continued)

- Residents are very satisfied with all of these facilities, with very low percentages showing dissatisfaction.
 - The library and King's Bend Park Lodges have satisfaction rates of nearly 100%.

	% of total sample that have used this facility in the last 12 months			
2007:	78%	32%	61%	9%
2011:	85%	36%	61%	13%

Q: How satisfied were you with the general condition of the facility? (Only asked of those who have used facility in last 12 months)



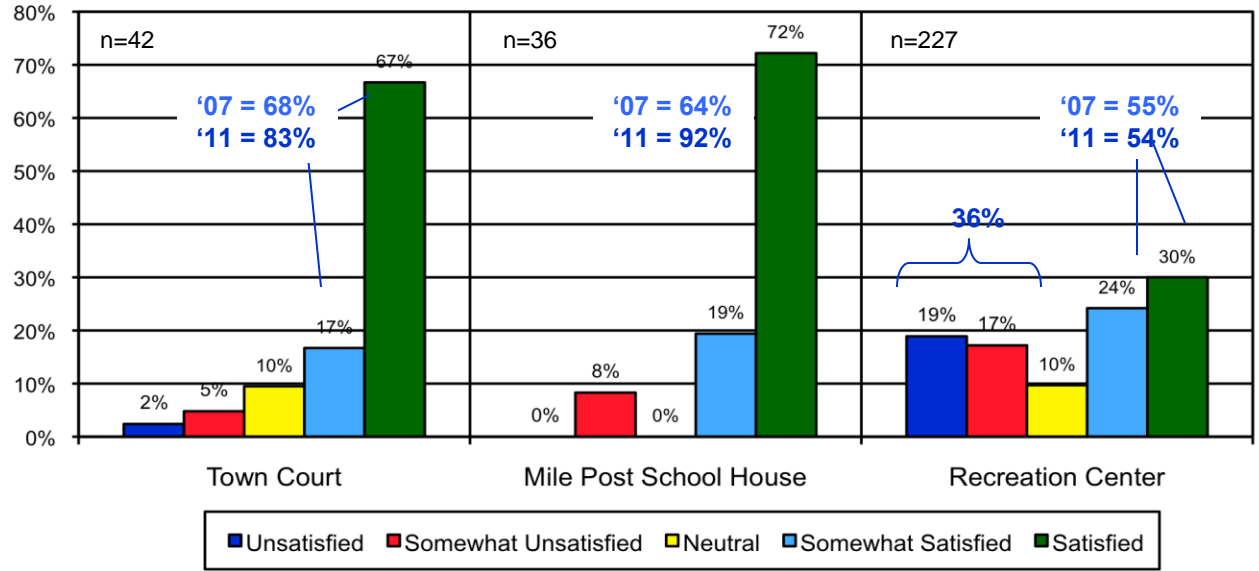
Town Facilities (continued)

- Consistent with 2007 findings, satisfaction levels for the Recreation Center are the lowest of the facilities at 54%. Heavier users are less satisfied.
 - Recreation Center usage among 25-44-year-olds is highest at 53%, compared to 45-64-year-olds (32%) and those 65 plus (18%).
 - Satisfaction is also lowest among this younger group at 44%, versus 56% for 45-64-year-olds and 71% for those 65 plus.
 - In addition, usage rates are higher among women, and satisfaction levels are lower.

"I know that times are tough, but I would love to see the community center get some updating." ~ Resident

	% of total sample that have used this facility in the last 12 months		
2007:	6%	3%	62%
2011:	6%	5%	33%

Q: How satisfied were you with the general condition of the facility? (Only asked of those who have used facility in last 12 months)

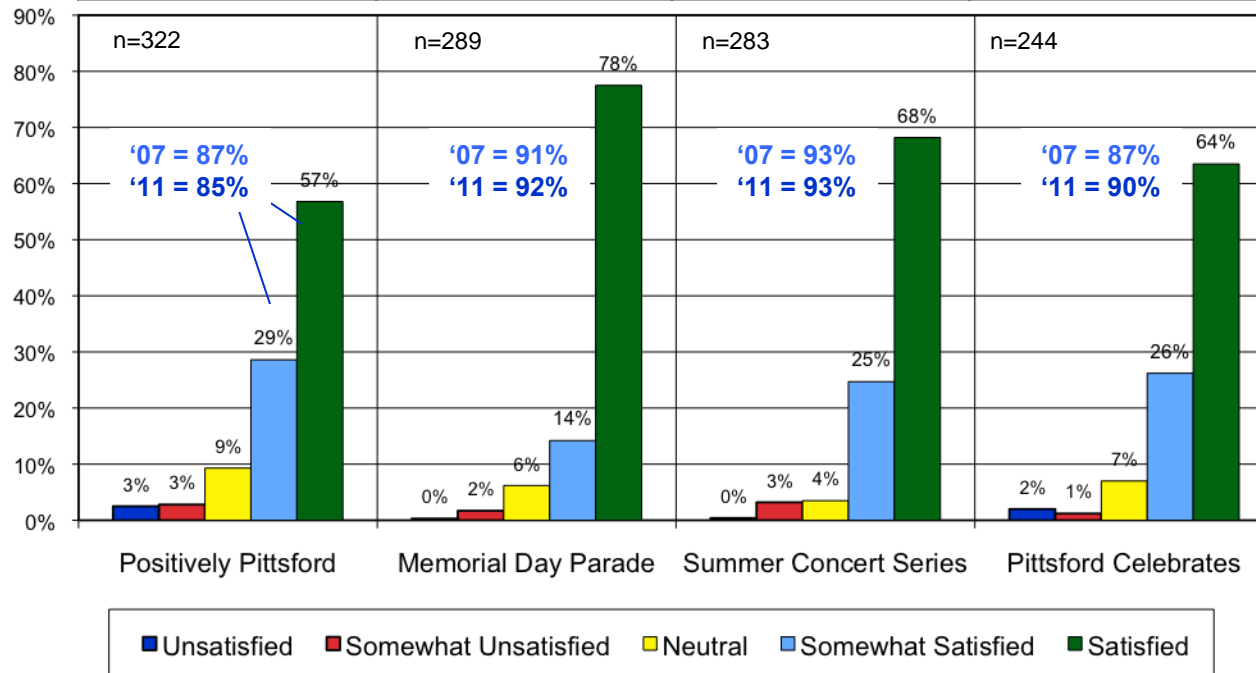


Community Events

- Satisfaction is very high for all of the community events included in the survey.
 - Satisfaction remains particularly high for the Summer Concert Series at 93%.
 - Satisfaction is especially high (98%) among those aged 65 plus. Attendance was heaviest in this age group, with 55% of participants attending a concert in the past year.
- Attendance rates were highest for Positively Pittsford, with nearly half of respondents saying they had attended in the past 12 months.
 - This was up from 41% in 2007.

	% of total sample that have attended this event in the last 12 months			
2007:	41%	35%	37%	32%
2011:	48%	43%	43%	37%

Q: How satisfied were you with this event overall? (Only asked of those who have attended event in last 12 months)

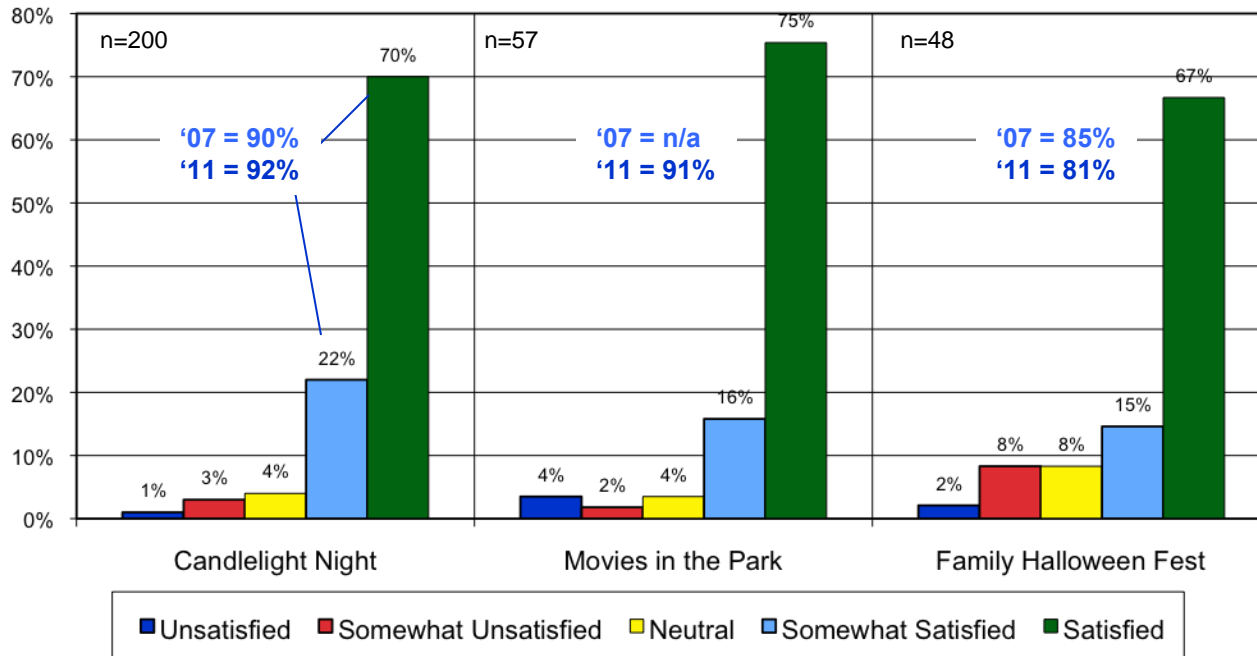


Community Events *(continued)*

- Again, satisfaction is very high for all of the community events included in the survey.
- Attendance rates were lowest for Movies in the Park (9%) and Family Halloween Fest (7%).
 - Both usage rates and satisfaction levels for these two events is highest among those 25-44 years old.

	% of total sample that have attended this event in the last 12 months		
2007:	31%	n/a	7%
2011:	30%	9%	7%

Q: How satisfied were you with this event overall? (Only asked of those who have attended event in last 12 months)

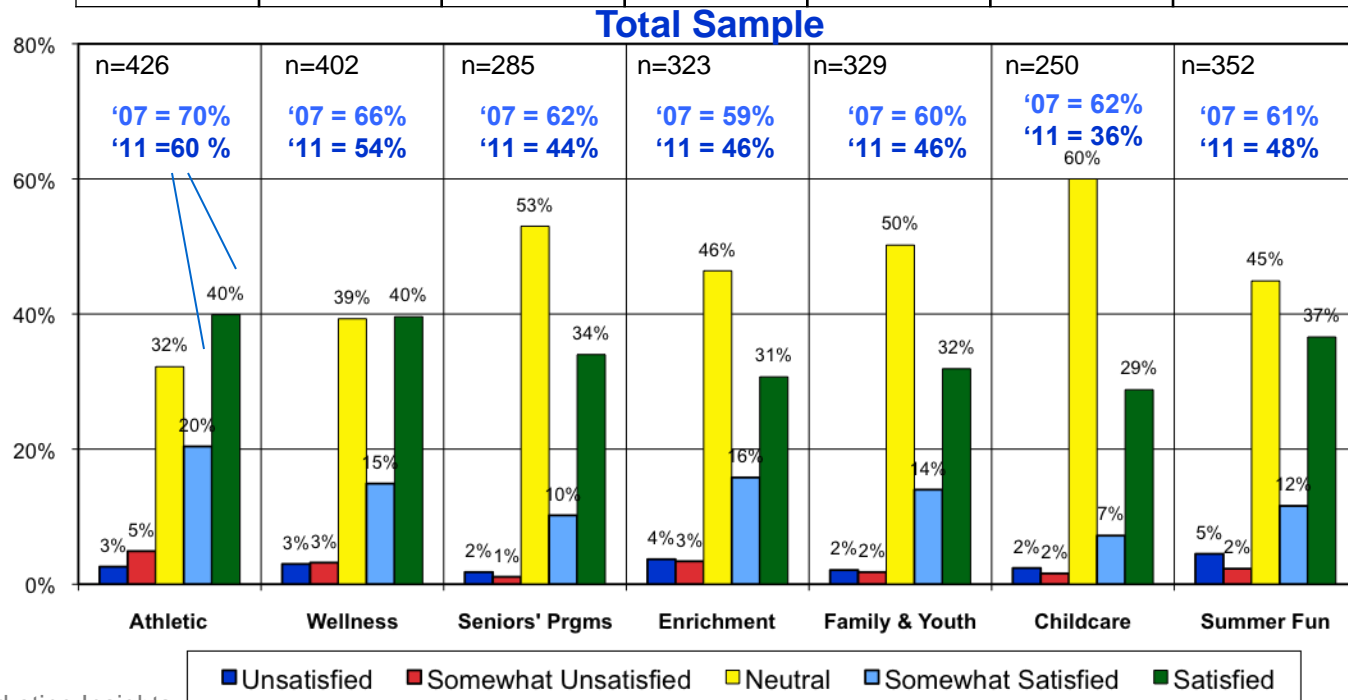


Recreation Services – Satisfaction with Offerings

- Total satisfaction with program offerings ranges from 60% (Athletics) down to 36% (Childcare).
- Generally, where participation levels are lower (e.g. Childcare at 3%), satisfaction with offerings is also lower.
 - It is unclear whether people participate in these areas less because of the offerings, or if they have no interest and therefore are not as happy with the offerings.
 - Respondents were asked to mark “Not Applicable” if they are not interested in programs in a certain area. However, the fact that the “neutral” percentages are so high, seems to indicate a lack of interest in the area.
- In any case, satisfaction with offerings fell across the board from 2007 levels.
- Satisfaction with offerings in Senior Programs declined significantly. Most of the decline came from the 45-64-year-old group (38%) versus the 65 plus group (60%).

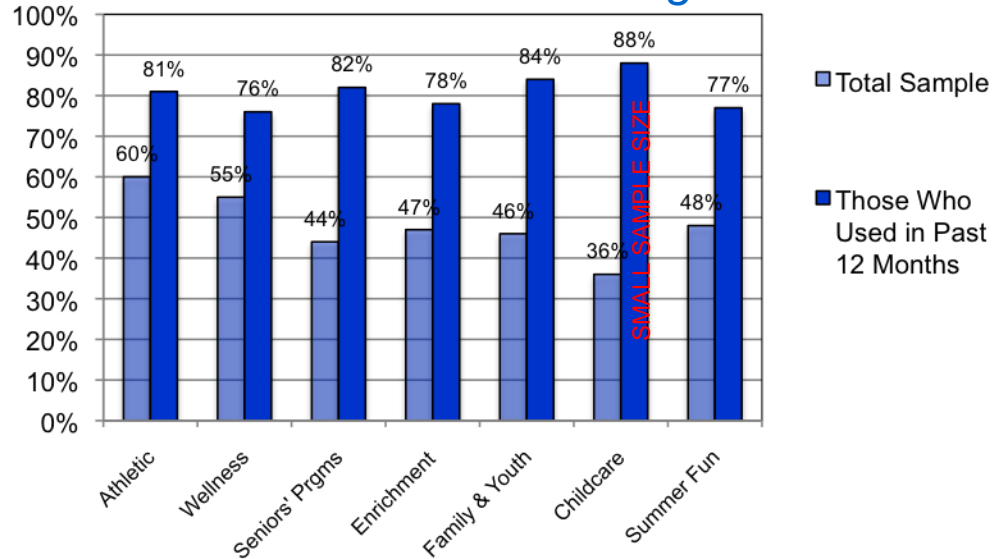
	% of total sample that have used this type of program in the last 12 months						
2007:	15%	6%	6%	5%	3%	6%	3%
2011:	20%	8%	9%	7%	9%	3%	10%

Q: How satisfied are you with the choices of programs offered? If you are not interested in this type of program circle N/A (not applicable).



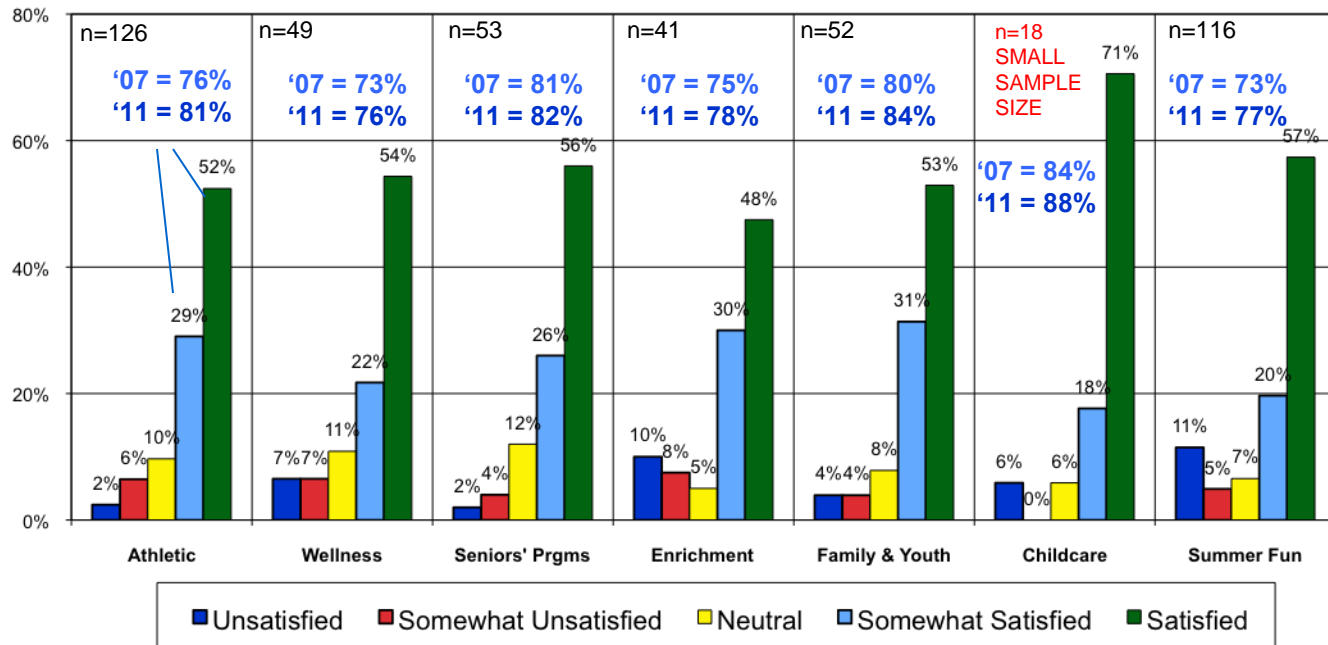
Recreation Services — Satisfaction with Offerings-Users

- When looking at only those who have used a given type of program in the last 12 months, satisfaction levels with program choices/offerings are much higher than for the total sample.
 - However, the number of those who are unsatisfied is also higher among those who have used the programs versus the total sample.



Only Those Who Have Used Given Program in Last 12 Months:

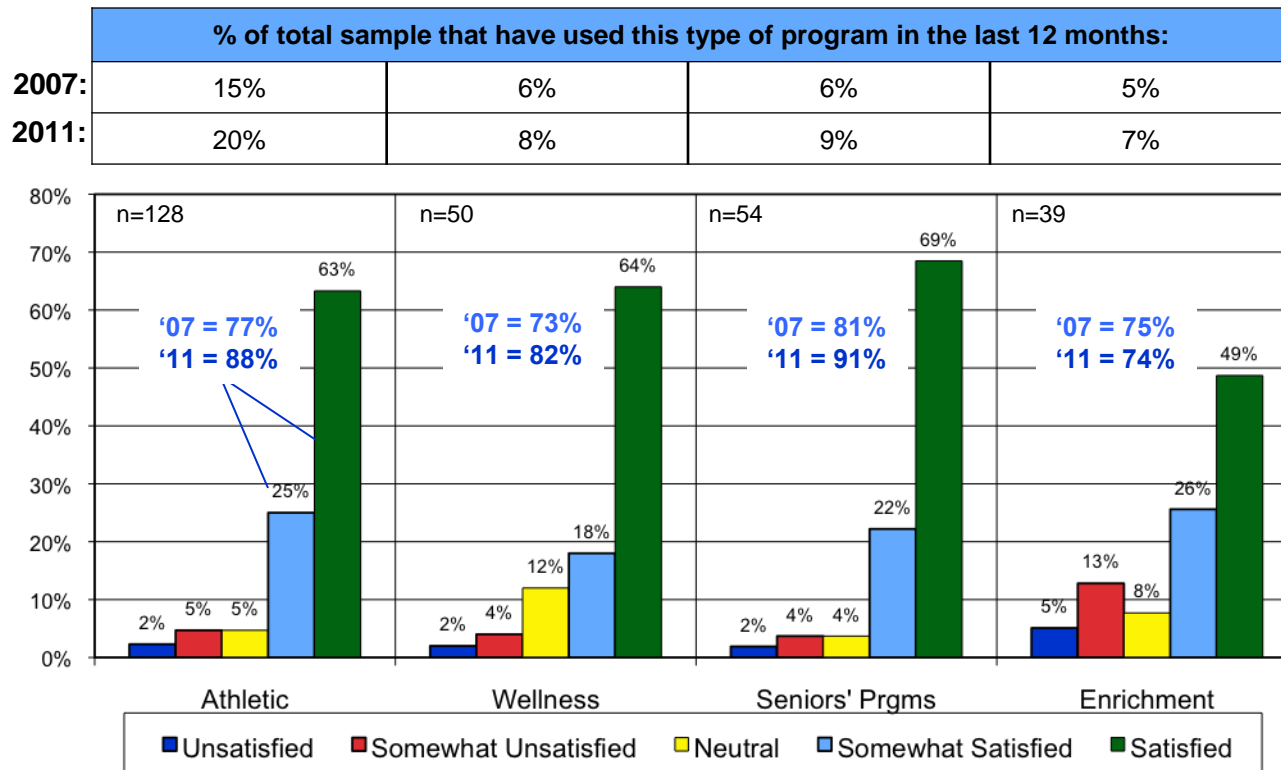
Q: How satisfied are you with the choices of programs offered? If you are not interested in this type of program circle N/A (not applicable).



Recreation Services – Satisfaction with Programs

- Overall, satisfaction with programs is quite high for those who have participated in them, with all but Enrichment seeing increases from 2007.
 - Satisfaction with Seniors' Programs is especially high at 91%, so although satisfaction with offerings is not very high for the total sample, those who actually use the programs are satisfied.
 - While satisfaction with offerings was low for those 44-64, usage is also low. It is unclear whether usage is low because of the lack of adequate offerings or some other effect.

Q: How satisfied were you with those activities/ programs you used? (Only asked of those who have used this type of program in last 12 months)

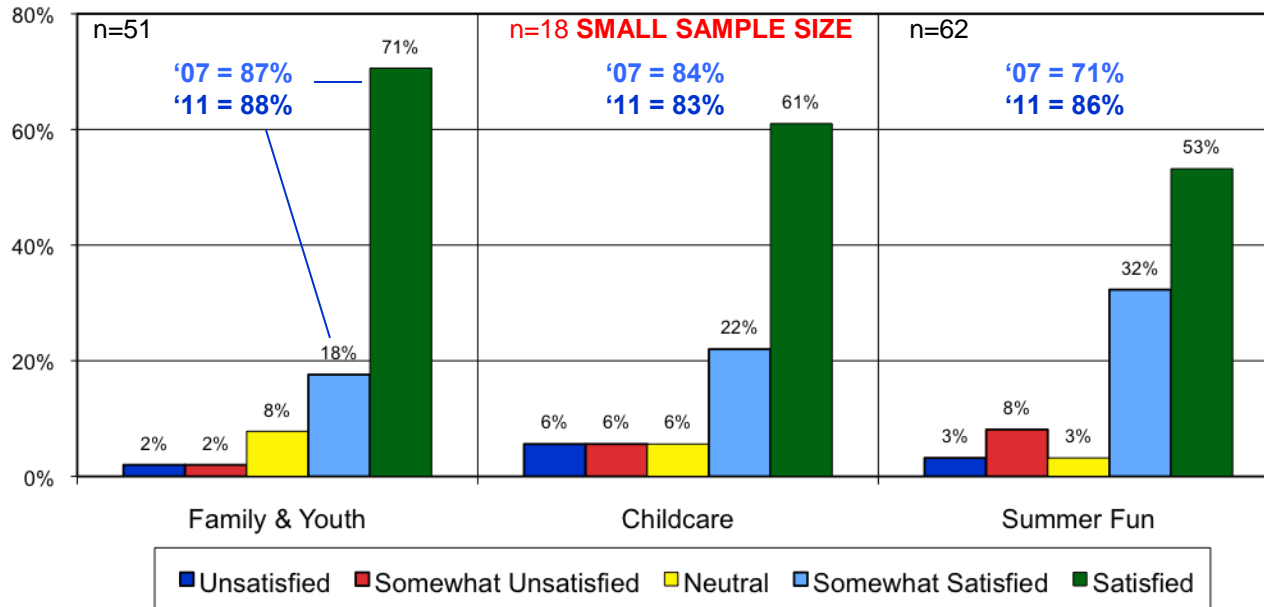


Recreation Services – *Satisfaction with Programs*

- While usage levels for these programs are low for respondents, satisfaction with programs used is high.
 - Satisfaction with Summer Fun jumped significantly from 71% in 2007, to 86%.
- Again, although satisfaction with offerings among all respondents for these programs is quite low, satisfaction with programs for those who actually use them is very high.
 - For example, only 46% of the total sample is satisfied with Family & Youth offerings, but among users satisfaction with the actual programs is 88%.

	% of total sample that have used this type of program in the last 12 months:		
2007:	3%	6%	3%
2011:	9%	3%	10%

Q: How satisfied were you with those activities/ programs you used? (Only asked of those who have used this type of program in last 12 months)

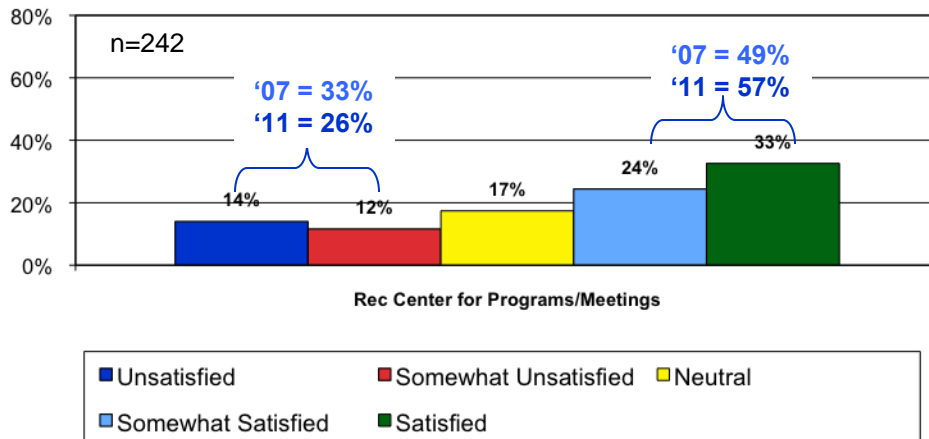


Recreation Services - Facility

- Although overall satisfaction with the Recreation Center facility as a meeting place is lower than many other areas at 57%, this was an improvement over the 2007 level of 49%.
 - In addition, 26% of respondents are unsatisfied/somewhat unsatisfied, making the Recreation Center facility one of the few areas to receive significant levels of poor ratings in the survey. However, this was also an improvement from 2007, when 33% were unsatisfied.
- Differences in satisfaction among the age groups leveled out in 2011, as the 65 plus group satisfaction level fell while the ratings for the other age groups rose.
 - Respondents in the heaviest user group, ages 25-44, are least satisfied at 51%.

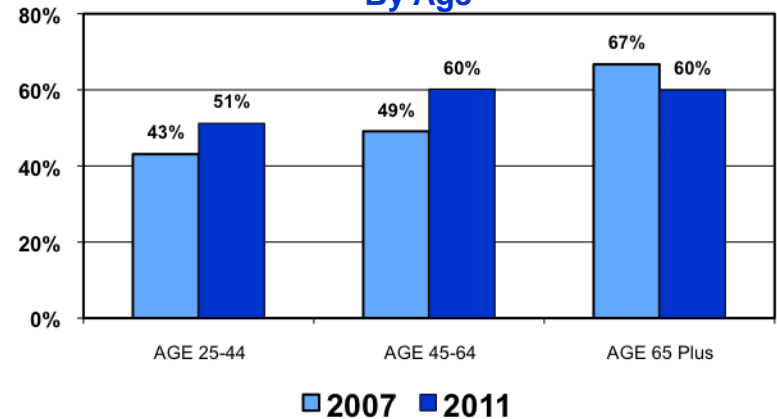
Q: *How satisfied were you with the Recreation Center as a facility for holding programs and meetings? (Only asked of those who have visited the Rec Center in last 12 months)*

% of total sample that have visited the Recreation Center in the last 12 months:	
2007:	33%
2011:	36%



"I believe that our Town Rec Center is long overdue for an overhaul. When we see that a particular activity/event is taking place there, we are totally discouraged." ~ Resident

% Satisfied or Somewhat Satisfied By Age

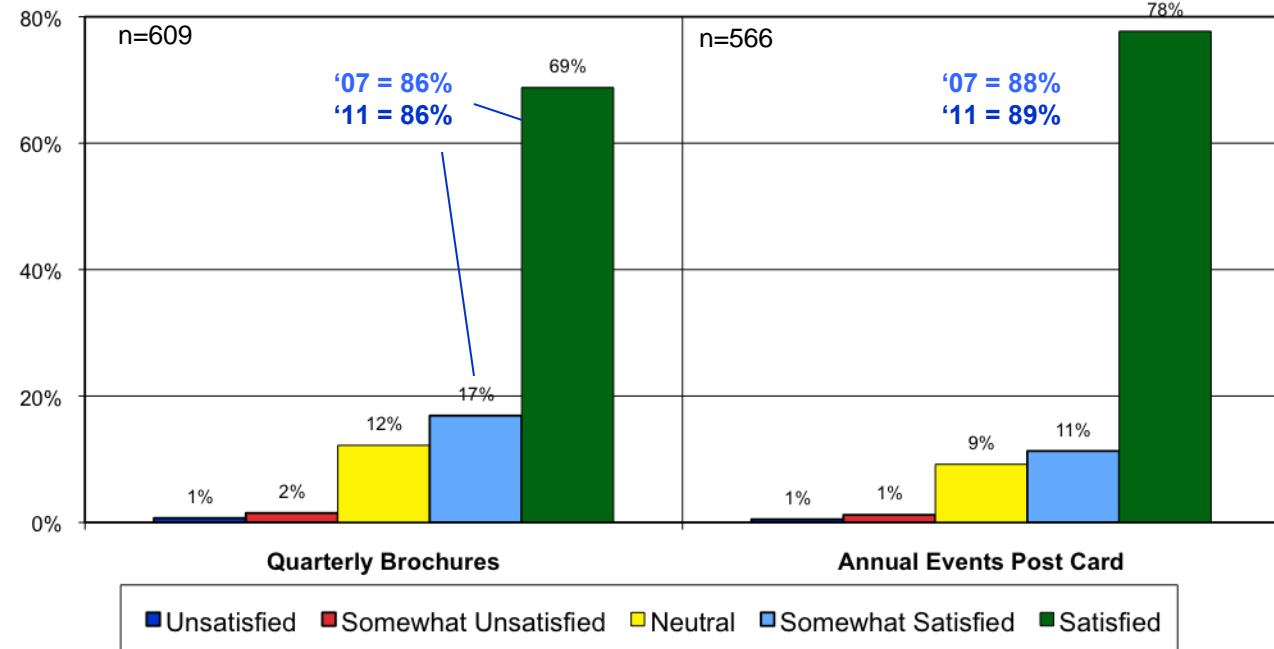


Recreation Services – Publications/Mailings

- Familiarity with the Recreation Center’s mailings is very high and an improvement on 2007’s already high levels.
- Satisfaction is very high, at 86% for the quarterly program brochures and 89% for the annual events post card mailing, consistent with 2007 findings.

% of total sample that are familiar with this mailing:	
2007:	80%
2011:	90%

Q: Are you familiar with this mailing?



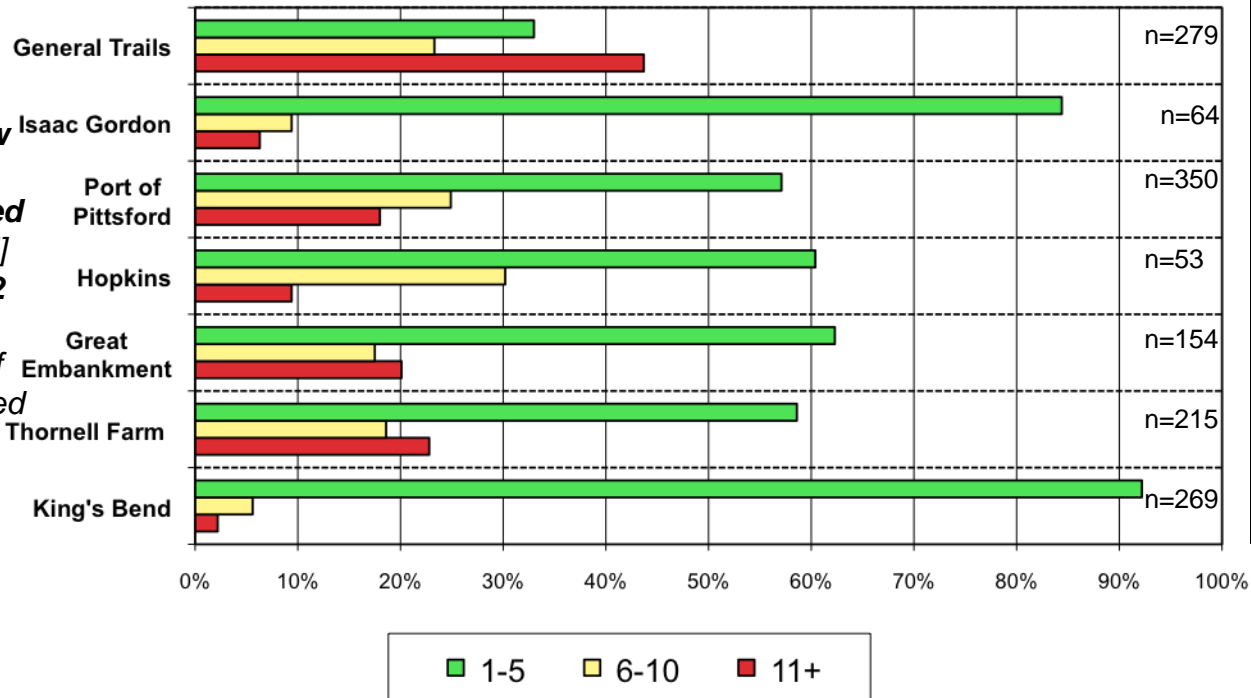
Q: How satisfied are you with this mailing?

(Note: Only asked of those who are familiar with this mailing)

Parks - Usage

- **Usage of the town parks varies greatly among those who participated in the study.**
 - Hopkins Park and Isaac Gordon Nature Park have the lowest percentage (8% and 10%, respectively) of people saying they've used them in the past 12 months.
 - On the other hand, over half (54%) have used the Port of Pittsford Park in the past 12 months. (Note: 43% say they attended the Summer Concert series in the past 12 months.)
- **In terms of frequency of use, general trails was highest with 67% of respondents using them six or more times over the last year, followed by the Port of Pittsford Park, Thornell Farm Park, and Hopkins Park.**

Q: About how many times have you used it [park or trail] in the past 12 months?
(Asked only of those who used within last 12 months)

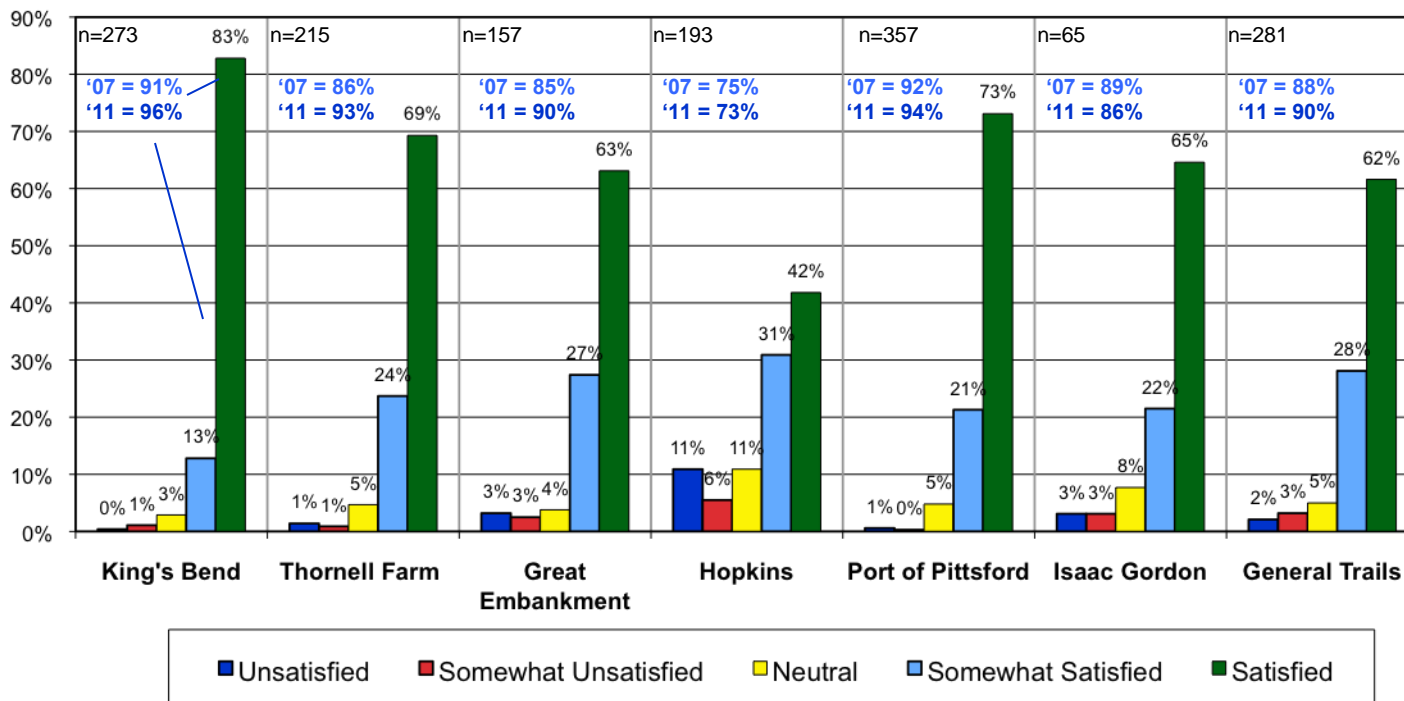


% Using Park/Trail	
2007	2011
37%	43%
9%	10%
46%	54%
9%	8%
24%	24%
28%	32%
37%	41%

Parks - Satisfaction

- In general, satisfaction levels are very high for the Pittsford parks.
 - Total satisfaction ratings range from 96% for King's Bend Park and 94% for Port of Pittsford Park, to 73% for Hopkins Park.
 - Most ratings rose somewhat over 2007 levels, with the exception of Hopkins Park and Isaac Gordon Park.
- Ratings are especially high for King's Bend Park, with 83% "satisfied."
- In addition, there are very few negative ratings.

Q: If you have used this park/trail in the last 12 months, how satisfied were you with it?



Yard Debris – Satisfaction with Services

- Usage rates for the three types of yard debris removal services is highest for weekly brush and branch collection at 86%.
 - All usage rates increased from the 2007 survey.
- Satisfaction with services is very high, at either 91% or 92%.

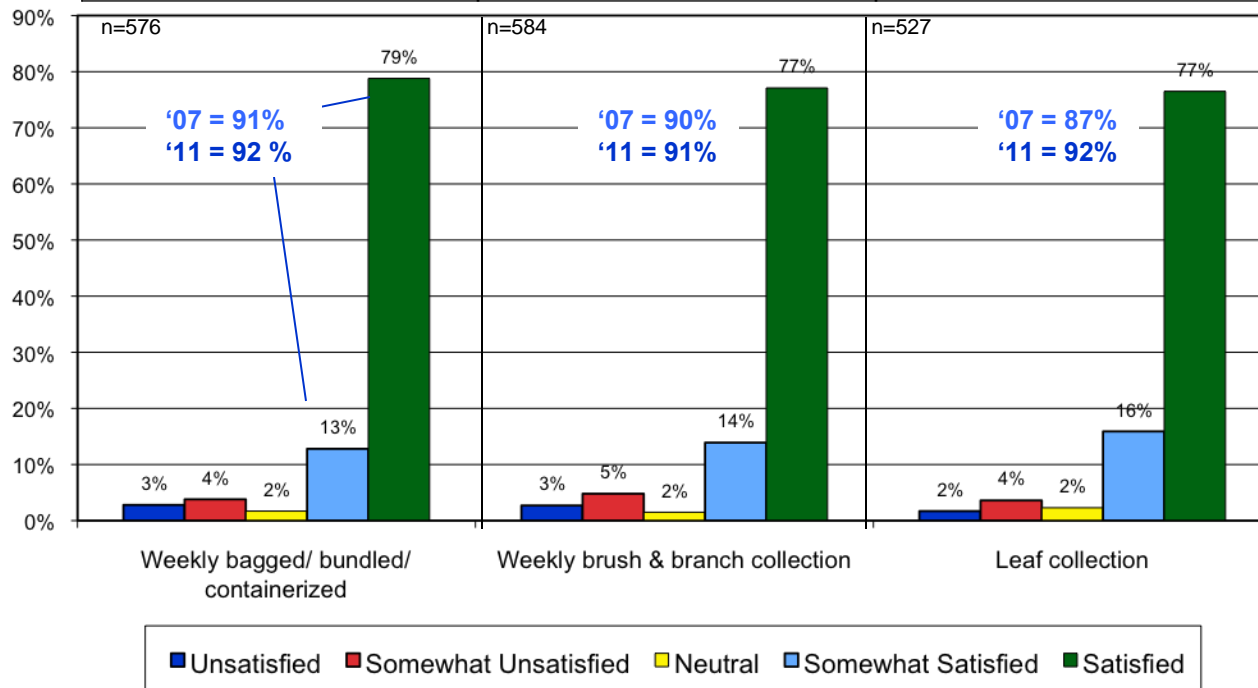
"I can't say enough good things about the town employees who handle the yard debris and snowplowing – they're really great." ~ Resident

"Road crew needs to do a better job of cleaning up debris on side of street after they are done collecting it." ~ Resident

Q: Have you used this service in the last 12 months?

	% of total sample that have used this service in the last 12 months:		
2007:	80%	81%	77%
2011:	83%	86%	79%

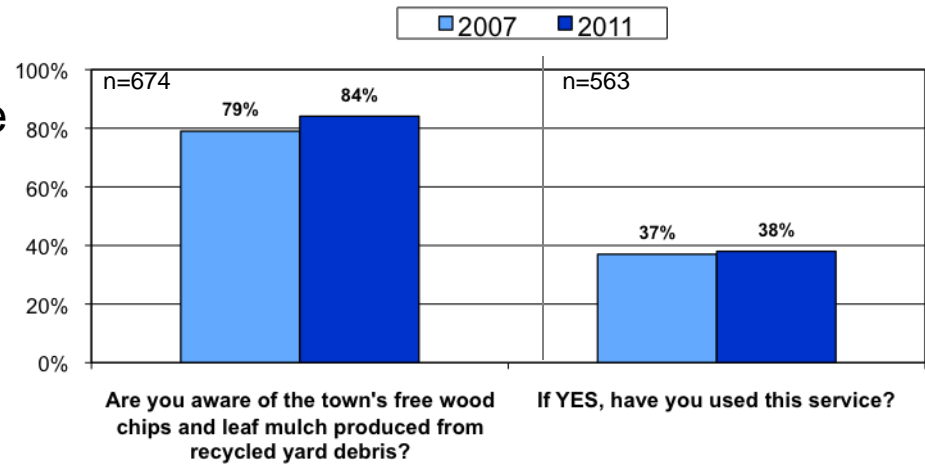
Q: How satisfied were you with this service overall? (Only asked of those who have used this service in last 12 months)



Yard Debris – *Mulch & Mailings*

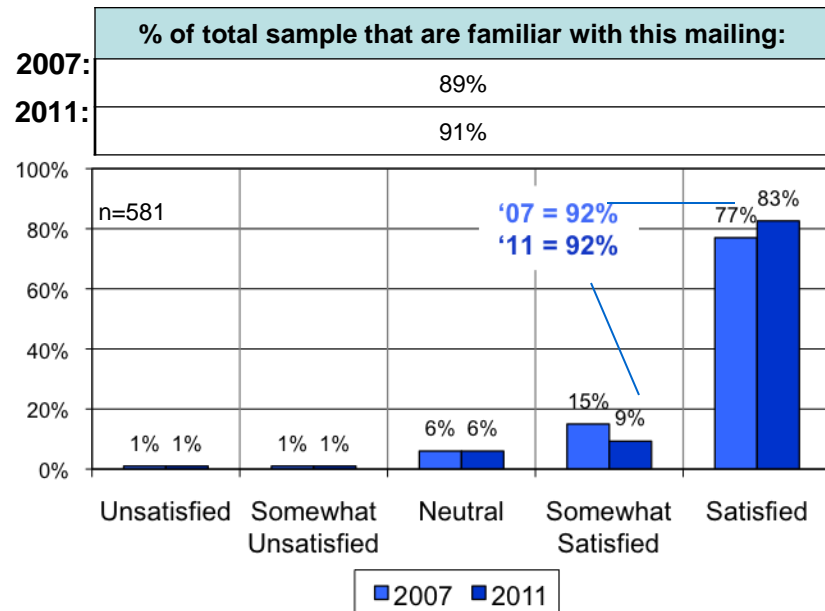
- Awareness among respondents of the free wood chips/mulch rose five points to 84%, however, usage rates held relatively steady at 38%.

Wood Chips and Mulch - % Answering "Yes"



- Most are familiar with the yard debris collection brochure.
- Satisfaction levels remained constant, with 92% saying they are satisfied.

Collection Mailings



Q: How satisfied are you with yard debris collection brochure? (Only asked of those who are familiar with mailing)

Snow Removal

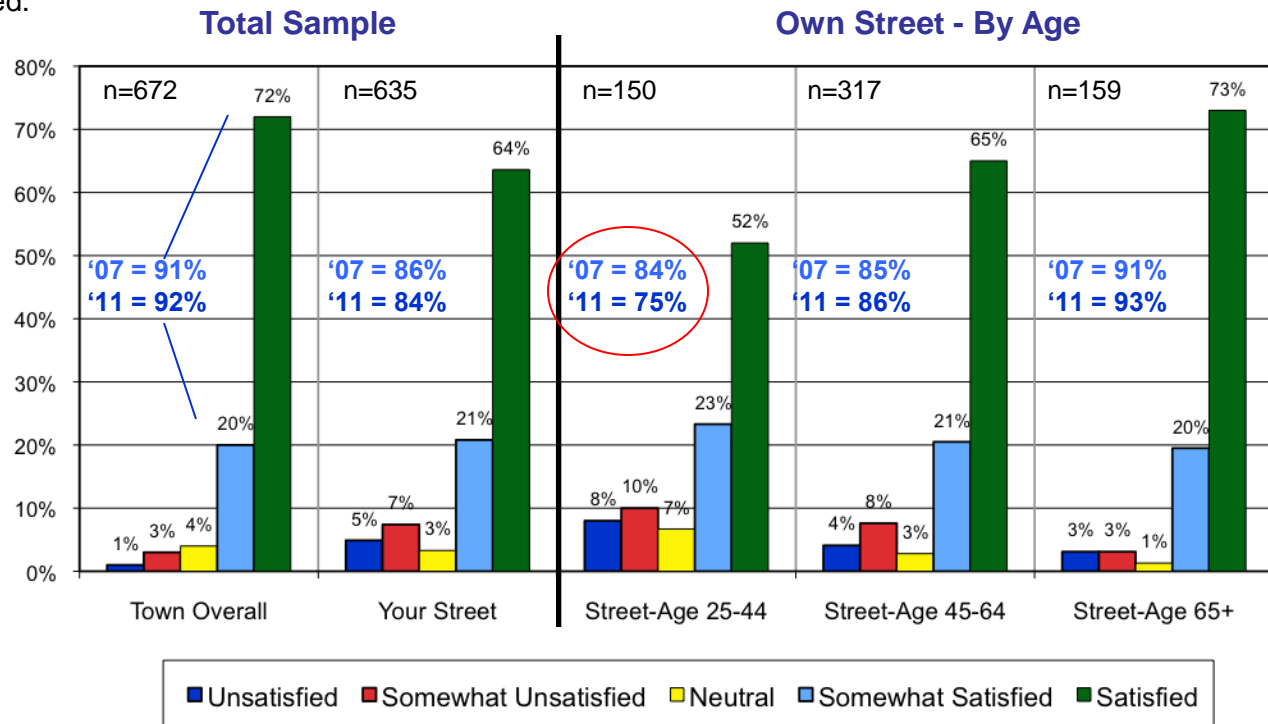
- Satisfaction with snow removal overall in the Town of Pittsford is very high, with 92% either “satisfied” or “somewhat satisfied.”
- Satisfaction is also high with snow removal on respondents’ own streets, at 84%.
 - Street-level satisfaction varies by age, with the youngest group less satisfied (75%) than the 65 plus group (93%).
 - Own-street satisfaction among 25-44-year-olds fell significantly from 2007 (84%) to 2011 (75%), perhaps a reflection of the more difficult 2010-11 winter season.
 - The variance in age may be due to the need for the younger residents to commute to work, get children to buses, etc.

“Not sure why we are not on the plow list with all of our wonderful sidewalks (in our neighborhood). This is a major issue with all the kids in these streets and having no sidewalks to safely wait for buses on.” ~ Resident

- Compared with street-level ratings, satisfaction with overall town snow removal is much higher in the younger group at 90% satisfied.

Q1: How satisfied are you with snow removal overall in the Town of Pittsford?

Q2: How satisfied are you with snow removal on your street?



Library

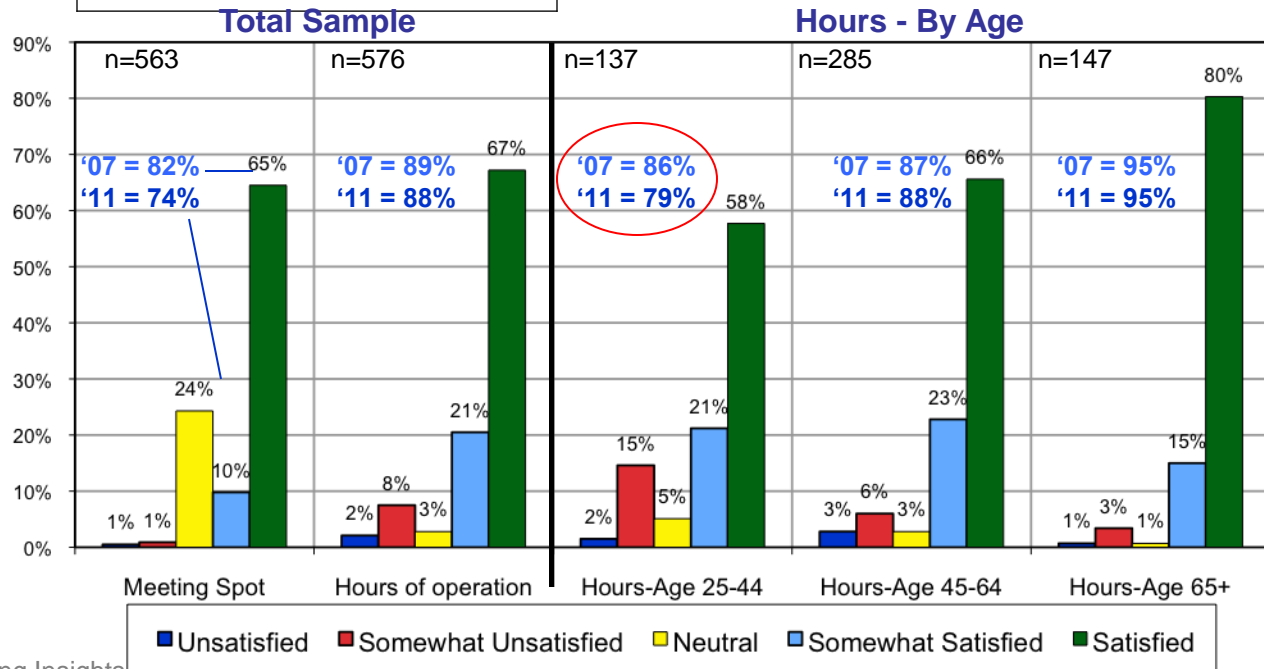
- Among respondents, 85% have used the library in the last 12 months, an increase from the 2007 level of 78%.
- Most are satisfied with both the library as a meeting spot and the hours of operation.
 - Satisfaction with the library as a community meeting spot dropped from 82% to 74% from 2007 to 2011.
- Consistent with 2007 findings on the hours of operation, there is a fairly large spread in satisfaction by age group.
 - The older respondents are more satisfied than the younger groups, with satisfaction declining in the 25-44-year-old group to 79%.
- Nearly 90% of female respondents have used the library in the last year, compared with 79% of males.
 - Satisfaction among females is slightly higher than males for both a meeting spot and hours of operation.

	% of total sample that have used the library in the last 12 months:
2007:	78%
2011:	85%

"I wish the library was open on the weekends in the summer and earlier on Sundays during the year." ~ Resident

Q2: How satisfied were you with the library as a community meeting or gathering spot?

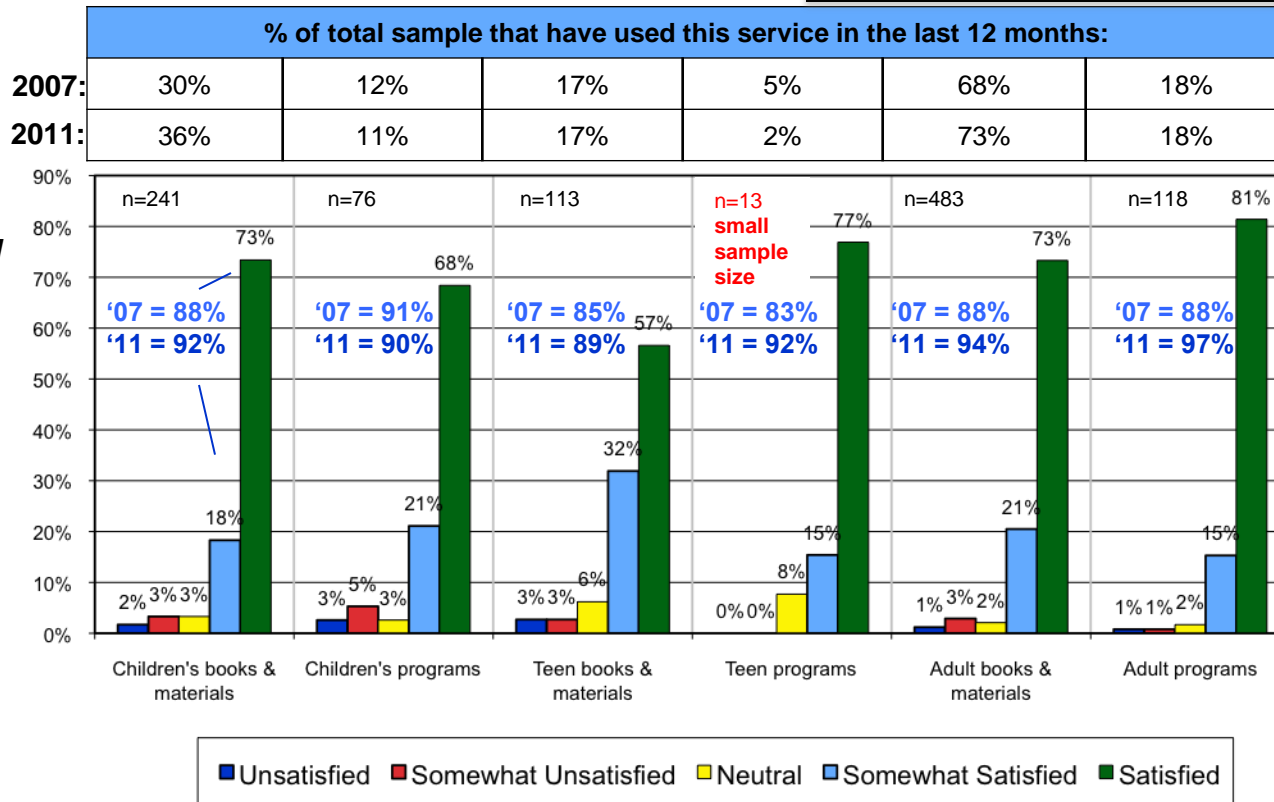
Q1: How satisfied are you with the hours of operation?



Library – Satisfaction with Materials & Programs

- Not surprisingly, the most frequently used library items/services are the adult books and materials, with 73% saying they have used these in the last 12 months, an increase from 2007's level of 68%.
 - On the low end, just 2% of respondents' households have used teen programs and 11% have used children's programs.
- Satisfaction, however, remained very high across all of the areas, with increases in many areas, particularly adult programs.

"I would love to see investment in more library content. We have a wonderful facility, but somewhat outdated content." ~ Resident

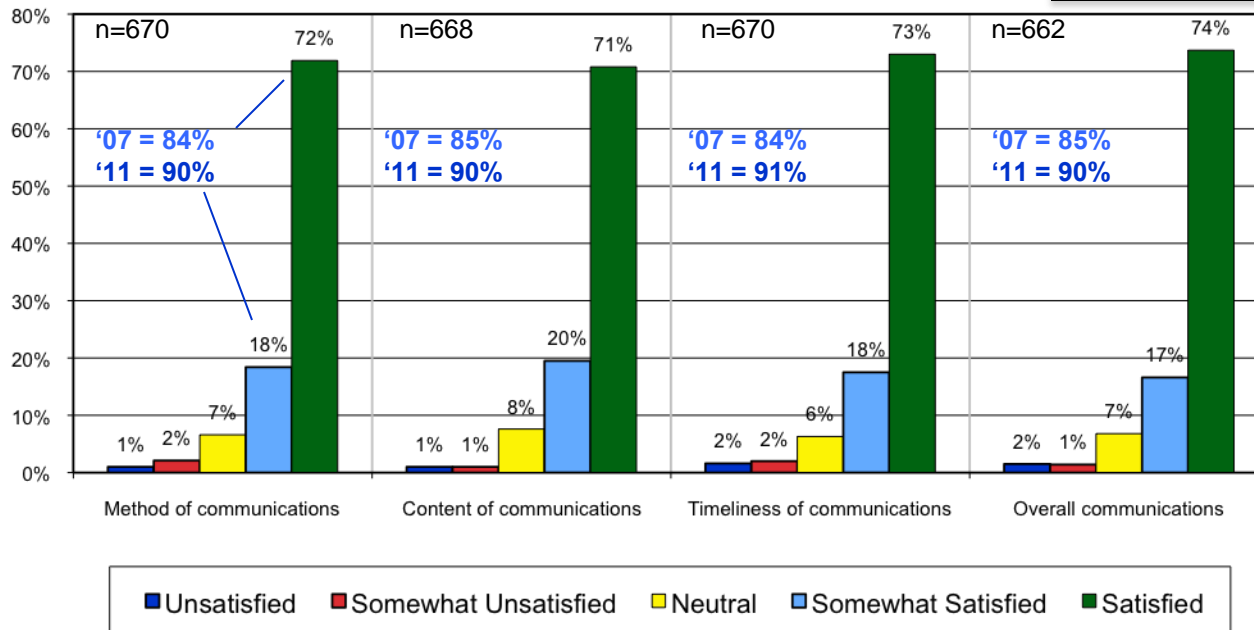


Communications

- In general, satisfaction is very high for all of the communications issues tested.
 - Compared with 2007, satisfaction is higher in all areas in 2011.
 - As with many other issues, satisfaction is somewhat higher for the older respondents than for the younger groups.
 - For example, for overall communications, 92% of those 65+ were satisfied, while 89% of those 25-44 were satisfied.
- Some residents commented on the need for the Town to have a more “green” focus, including communications methods.

“Give me the option to opt out of receiving regular mail to go green.” ~ Resident

Q: *How satisfied are you with [communication issue]?*

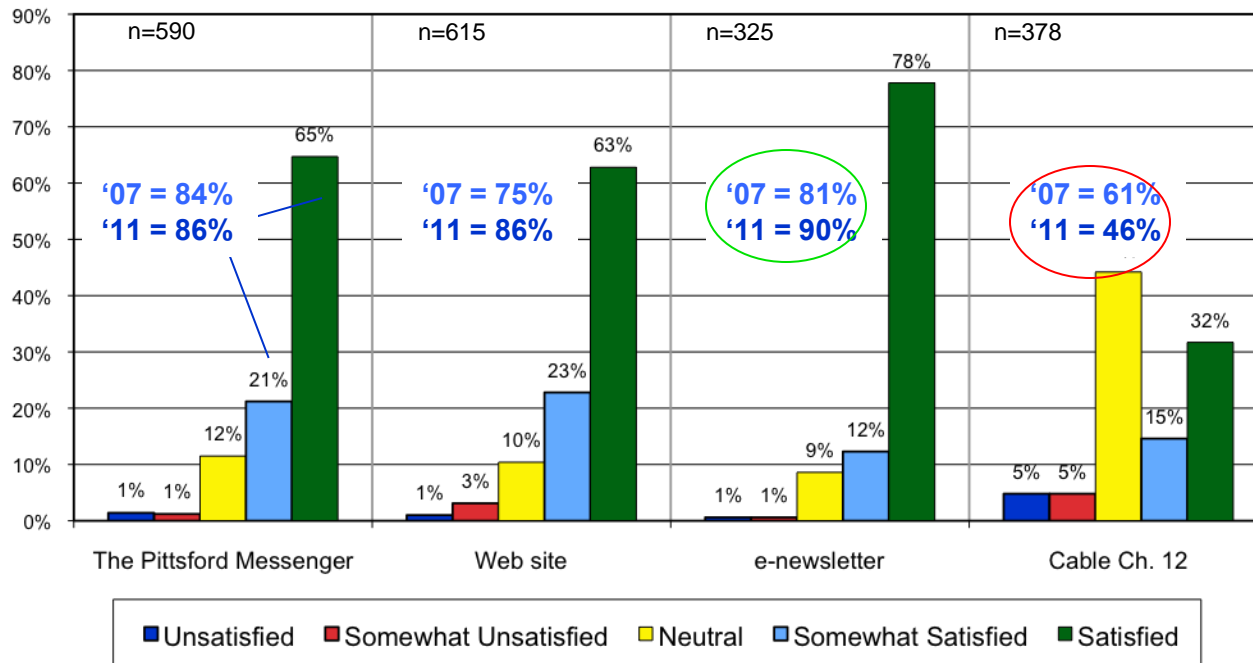


Communications

- Familiarity varies greatly for the four different communications methods tested.
 - While 93% are familiar with the Pittsford web site, just 49% are familiar with Pittsford e-newsletter.
 - Familiarity grew significantly for the electronic methods:
 - Web site familiarity jumped to 93% from 58% in 2007
 - E-newsletter familiarity almost doubled to 49% from 25% in 2007
- Satisfaction is highest for the e-newsletter, at 90%, a significant gain from 2007.
- Satisfaction is lowest for cable channel 12, at 46%, a significant drop from 2007.

% of total sample that are familiar with this item:				
2007:	86%	58%	25%	56%
2011:	89%	93%	49%	58%

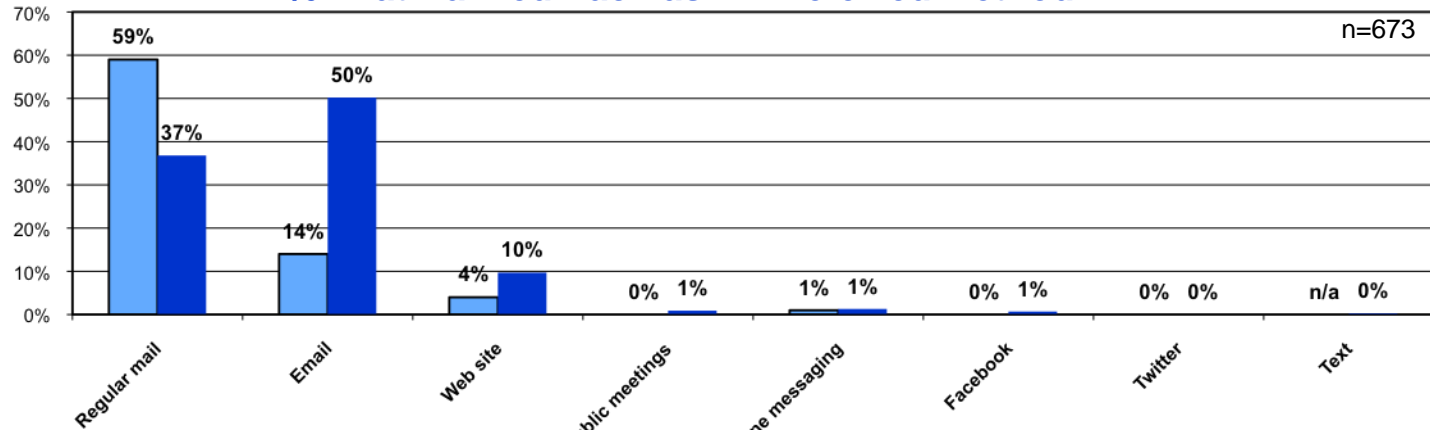
Q: How satisfied are you with this item? (Only asked of those who are familiar with item.)



Communications - Town Communicating with Residents

- Residents were asked how they would prefer that the Town of Pittsford communicate with them, rank ordering their top three preferences.
- Preferences were dramatically different than in 2007, with electronic options taking the lead.
- Email was clearly the strongest preference, with 50% ranking it 1st. Regular mail is the next choice, with 37% ranking it as their 1st choice.
 - These choices were consistent for both males and females.
 - There are differences by age, as shown on the next page.
- Although still relatively low, web site more than doubled as a 1st choice to 10%, and is a strong 2nd and 3rd choice.
- Public meetings, phone messaging, Facebook, Twitter, and texting have limited appeal as a way for these residents to receive information from the town.

% That Ranked Each as #1 Preferred Method



	Regular mail	Email	Web site	Public meetings	Phone message	Facebook	Twitter	Text
% ranked #1	37%	50%	10%	1%	1%	1%	0%	0%
% ranked #2	34%	28%	27%	3%	3%	3%	1%	2%
% ranked #3	19%	13%	38%	15%	7%	4%	0%	3%

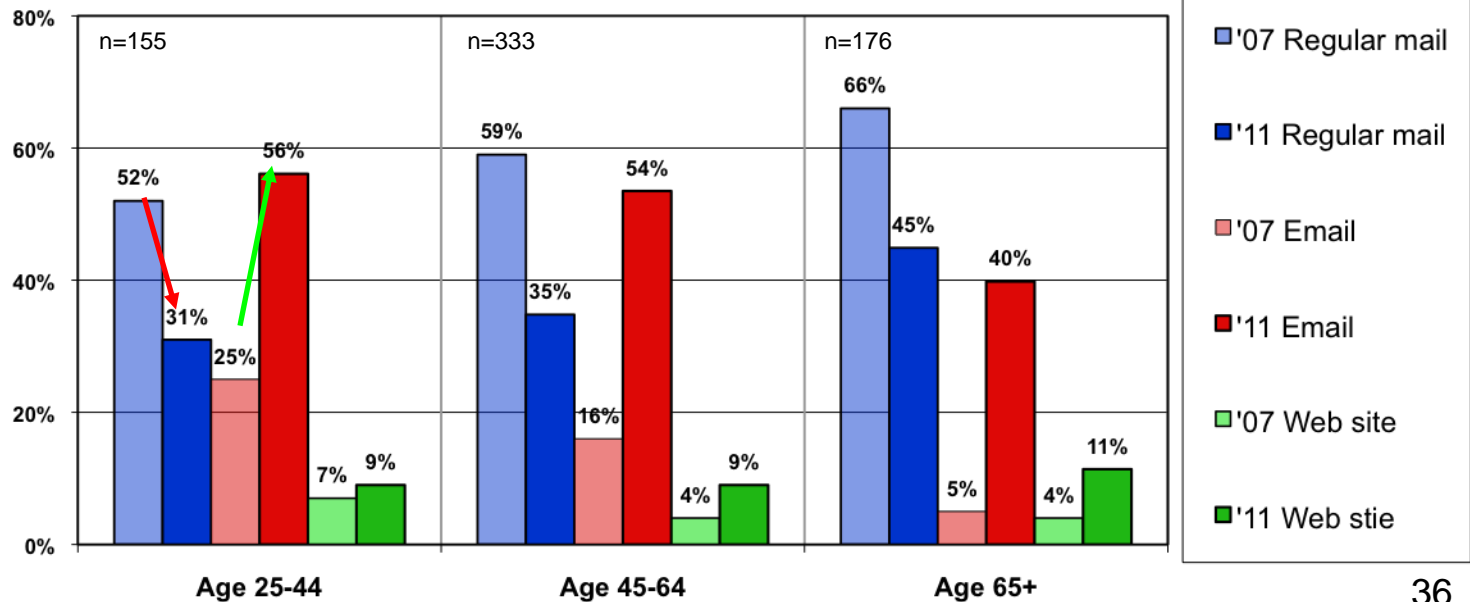
Communications - Town Communicating with Residents

- There were dramatic changes across all age categories in communication preferences since 2007.
- In all groups, the preference for regular mail fell significantly, while email rose to an even larger degree.
 - Only in the 65 plus age bracket did regular mail outpace email as the first choice for communication, but only by a small margin.
- Among the 19 residents who submitted their questionnaires on paper, most of whom were aged 65 plus, regular mail was still the strong preference.

“There are still some of us “oldies” but “goodies” who don’t have, nor want, computers or cable. So, please don’t forget about us.” ~ Resident

% That Ranked Each as #1 Preferred Method

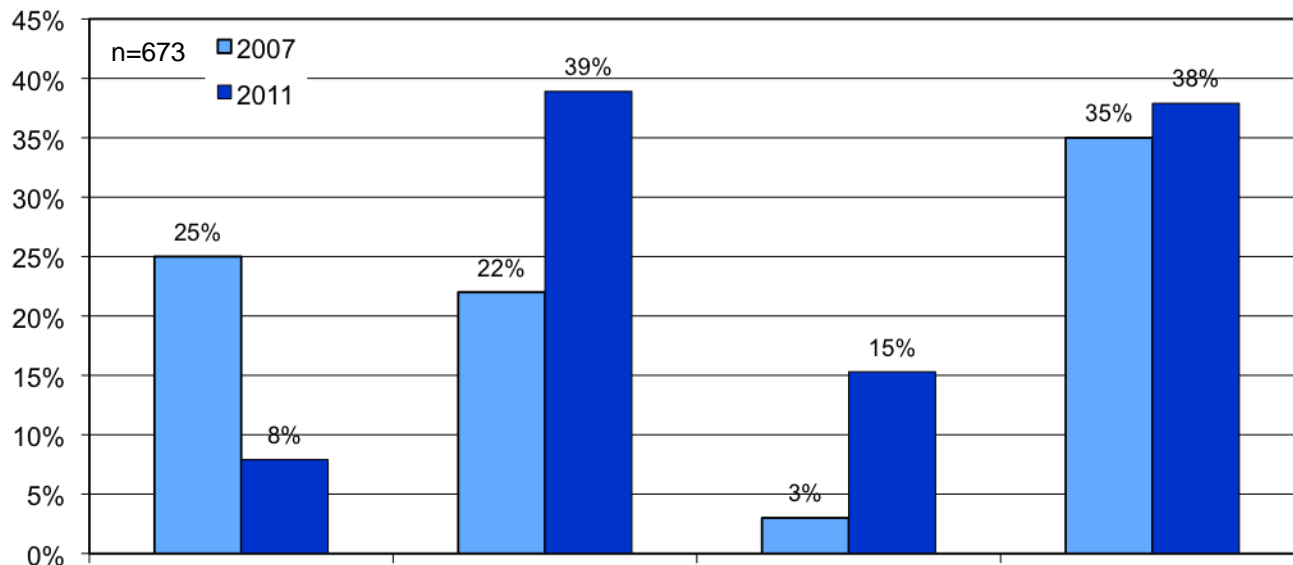
Q: How would you prefer that the Town of Pittsford communicate with you?



Communications - Residents Communicating with Town

- Residents were also asked how they would prefer to get their questions answered by the town, again by ranking ordering their top three choices.
- While the telephone was the clear top choice in 2007, in 2011 the preference for email nearly doubled, moving it to the top of the list, just slightly above the telephone.
 - There were differences in preferences based on age, as shown on the next page.
 - In addition, while 1st choice for men was email, followed by telephone, this preference was reversed among women.

% That Ranked Each as #1 Preferred Method



	Regular mail	Email	Web site	Telephone
% ranked #1	8%	39%	15%	38%
% ranked #2	19%	39%	13%	30%
% ranked #3	36%	18%	27%	20%

Communications - Residents Communicating with Town

- Age also has an effect on how residents would prefer to have their questions answered by the town.
- The top choice for each age group differs:
 - 25-44 year olds – email
 - 45-64 year olds – telephone, followed by email
 - 65+ – email, followed by telephone
- The largest shift from 2007 was for the preference for email with the 65 plus group (up over 300%), and to a lesser degree the 45-64-year-old group (up 60%).
- The web site was clearly a stronger option among younger respondents.
 - Among the 19 residents who submitted their questionnaires on paper, regular mail and telephone were their top preferences.

% That Ranked Each as #1 Preferred Method

Q: If you have questions for the Town of Pittsford, how would you prefer to get your questions answered?

